

Key Account Manager

Role Responsibilities

Responsible for the performance of key accounts for the business. Operates in conjunction with the Business Management Team (BMT) to achieve profitability and growth for the business key accounts. The role combines sales ability with excellent customer service and relationship development skills. The Key Account Manager will maintain and build business relationships with assigned customers, ensuring an exceptional level of customer satisfaction, whilst generating bookings and sales in line with company targets.

Operates in a matrix organisation with the necessary resources allocated by the business to achieve the above.

Primary Responsibilities

- Actively manage, develop and grow the company's relationship with assigned customers at multiple levels within their organisation
- Manage the key accounts within the business, ensuring KPIs are met
- Monitor contractual requirements, deliverables and transactions for each account and create and maintain associated price lists
- Champion ITC and Sales procedures for the Sales Team
- Communicate and engage with all parts of the internal team that are responsible for delivering exceptional quality, on-time delivery and accuracy
- Support to the Business Development Manager

Critical Skills required for role

- Strong ability to communicate and engage with customers
- Business acumen
- Appropriate understanding of the organisation, strategy, products/ capabilities and branding
- Understanding Bookings and Sales forecasts for assigned accounts
- Excellent general communication, presentation and interpersonal skills
- Sound numerical and analytical skills
- High degree of autonomy
- Operates with a high level of integrity and attention to detail

Required Qualifications/Experience to demonstrate competence in role

- Bachelor in Business, Marketing or equivalent
- IT literate, with strong knowledge of Microsoft Office packages and specific experience in the use of Excel
- Proven experience of providing a higher level of administrative support whilst working under pressure
- Experience of customer service and associated administrative tasks
- Experience of dealing with customer complaints and achieving dual party resolution
- Proven ability to multi-task
- Proven ability to prioritise a heavy work load in a pressurised environment
- Excellent time management skills
- Proven problem solving – inter departmental and external

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- Ministry of Defence experience would be advantageous
- International business experience would be advantageous
- Export licence experience desirable

About Us:

IrvinGQ is part of a highly successful international parent company. We are at the forefront of design, manufacturing and technology for an innovative range of products to worldwide customers within the demanding Aerospace and Defence sectors.

Location: Bridgend, South Wales

Contract Type: Permanent

Hours: Full Time, 36 per week

Department: Sales & Marketing

Salary: Competitive, dependent on qualifications and experience