Sept 2021

**Account Manager – South and South West**

**About Us:**

The Cress Company is a leading distributor of ambient and chilled fine foods. Voted the best distributor by fine food digest readers for the last four years, we work with some of the finest artisan food producers and independent retailers. Our customers include many award winning food halls, farm shops and delicatessens across the UK.

We pride ourselves on our ability to provide first class customer service. Whilst we are a growing and ambitious company we maintain many of the small company values that have allowed us to grow and succeed in this field.

**Role:**
As an Account Manager for the Cress Company, you will be expected to develop existing accounts as well as grow the customer base in your area to achieve sales targets. Covering a wide geographical area, ideally the Account Manager will be located close to West Berkshire. This home location could be further afield for an exceptional candidate. As a home-based worker, you must be able to work autonomously and manage your own time and diary. Our customer service team, based in our headquarters in Dunfermline, Scotland will support you.

Usually we expect our Account Managers to spend up to four days a week visiting customers. The remaining time will be used for administration and preparing for customer visits and meetings. Most meetings will be with owners or senior managers, so it is essential that you have good product knowledge and the ability to build strong relationships. Normally you will be required to attend and stay-over at trade shows and meetings at our headquarters. Due to the diverse range of our customer base an account manager is expected to be flexible in their approach to meeting different needs and situations.

**Job Description:**
The role will involve managing your own customer base to increase sales
- Forming strong working relationships with existing customers
- Conducting face to face meetings with existing key customers, carrying out range reviews and introducing new products
- Identifying and prospecting potential key customers
- Working closely with customer service support to ensure the smooth running of your area on a day to day basis
- Attending relevant events and trade shows to network with existing and potential customers
- Liaise closely with company departments to ensure customer expectations are met
- Contribute ideas and market feedback

**Person Specification**
**Required:**
- Management experience in the food retail or service sector
- Good knowledge of fine food product ranges and brands
- Ability to build strong relationships with existing and new customers
- Excellent communication skills, both verbal and written
- Strong organisational skills and time management
- Ability to work independently
- Competent analytical ability with experience of Microsoft Office spreadsheets and diary
- Clean UK driving licence

**Desired:**
- Good record of achievement in a sales role
- Highly motivated and results focused
- Flexible approach
- Experience of CRM and Sage software

If you are looking for a challenging and rewarding role within a small but growing company, we would really like to hear from you.

*This is a permanent full time position, subject to completion of a satisfactory three-month probation period.*

Sept 21