

QLOGITEK

Position Title:	<u>Key Accounts Executive</u>			
Department:	Global Customer Operations (GCOD)			
Reports To:	Head of Sales & Account Management			
Job Description:	<p>Responsible for complete account ownership of named "SUN" and key "STAR" customers. You have to do anything and everything it takes to meet QLogitek's revenue, profitability, customer-service level and solution footprint goals for the accounts.</p> <p>Therefore, "ownership" spans various aspects of our relationship with the customer from tactical monitoring of customer service levels, issue resolution, ensuring that targeted audience have reach into our "message," to strategic account activities that involve continuous development of executive and manager-level relationships across the enterprise.</p> <p>You must develop a strategic insight of a customer's problems, needs and goals and the role of supply chain (and hence supply chain technology) in solving these problems, meeting these goals and satisfying needs, thereby ensuring that QLogitek gains and retains a "seat at the table" insofar as the customer's supply chain strategy is concerned.</p>			
Responsibilities	<ul style="list-style-type: none"> • Manage all activities for a designated SUN or STAR account that drive QLogitek's stated goals for designated accounts. • Work with the various QLogitek teams (Marketing, BDEs, Delivery, Global Support, Technology Solutions, Accounting/Finance, etc) to ensure that the right resources are being engaged at the right account at the right time for the best overall result. 			
General Requirements	<ul style="list-style-type: none"> • Attitude <ul style="list-style-type: none"> ○ High energy high acumen ○ A right balance of drive and patience ○ A customer-centric focus in life • Skills <ul style="list-style-type: none"> ○ Customer management (expectations, negotiations and engagement for growth. ○ Ability to think strategically at the account level and engage/build key executive contacts within a customer organization ○ Ability to promote himself/herself and QLogitek as a "go to" person within the organization for all supply chain visioning and execution • Knowledge, Experience and Education <ul style="list-style-type: none"> ○ Supply chain industry with a focus on technology solutions 			
Technical Skills		Beg.	Int.	Adv.
	"Must Have"			
	• Sales /Marketing methodologies		X	
	• Office Tools	MS Office & CRM		X
	• Industry experience	Technology marketing/sales		X