

Job title: **International Key Account Manager (IKAM)**  
Job level/level of education: **Bachelor**  
Location: **Apex Europe, Hapert, The Netherlands**

**Job purpose:**

Sustain and nurture solid relationships with key clients and their headquarters that generate a substantial part of the income for the company. The IKAM utilizes company resources to develop and implement strategic solutions to achieve key clients' long-term goals. The IKAM is to manage a group of key accounts to achieve designated sales targets through the implementation of appropriate and unique strategies for these key accounts.

**Internal Position:**

The IKAM reports directly to the VP-Sales. The IKAM has no managerial tasks. The IKAM maintains intensive contact with the Internal Sales department, Quality department, Order support, Marketing, External Sales, Agents, and Expedition Department, buyers, and prospects.

**Job content:**

- The main focus is the flexographic industry (corrugated & flexible packaging);
- Create & develop concrete ideas for existing relationships and new key accounts ;
- Play an integral part in developing long-lasting relationships that will turn into new sales;
- Suggest or advise VP Sales on new or renewed agreements;
- Negotiate contracts based on Apex policy with a focus on key accounts needs;
- Monitor and support key accounts in case of re-occurring claims and pro-actively find solutions;
- Act as the main point of contact between key account HQs, internal & external teams;
- Build bridges between sales reps, agents & Key accounts;
- Communicate & cooperate with all departments within the Apex organization;
- Present reports on account progress towards goals and forecasts regarding key accounts;
- Develop a thorough understanding of key account needs and requirements and prepare customized solutions and stay in contact regularly;
- Ensure (together with Marketing) high levels of customer satisfaction (Customer journey).

**Job requirements:**

- Bachelor's degree;
- Proven experience in key account management;
- Proficient in all Microsoft Office applications as well as CRM software;
- Able to build relationships with key accounts;

## ***'The Measure of Quality'***

- Able to handle multiple client accounts;
- Highly goal-oriented, assertive, and a hands-on problem solver;
- Strong negotiation and leadership skills;
- Excellent communication and interpersonal skills;
- Exceptional customer service skills.

### **Competences:**

- Focus on quality (general competence on a tactical level);
- Customers orientation (general competence on a tactical level)
- Commercial power (job specific on a tactical level)
- Negotiating (job specific on a tactical level);
- Networking (job specific on an operational level);
- Flexible behavior (job specific on a general level).

### **Application procedure**

Send your application with CV and motivation to [jobs@eu.apexinternational.com](mailto:jobs@eu.apexinternational.com) and we will contact you soon.

If you want more information about this fun job, please call:

*Juriaan Manders, tel. +31 497 36 11 11.*

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