

VACANCY ANNOUCEMENT

POSITION : BILINGUAL KEY ACOUNT MANAGER

REF. #CAP10233KAM

RESUME

Our client is a major regional producer and distributor in paints and coatings.

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|----------------------------|--------------------------------|-----------------------------|
| Type : Permanent | Direction / Department : Sales | |
| Lieu : Douala, Cameroun | Travel : 31 – 60% | |
| Job grade : Deputy Manager | Positions : 01 | Sector : Paint and coatings |

PURPOSE OF JOB

This position will manage the CAP Colour Centres, servicing wholesale and retail customers. This includes managing all aspects of store operations, including customer service, marketing, merchandising, inventory, financial reports and store safety.

This role will recruit and train store employees, establish work schedules and assignments, and provide guidance to help employees grow professionally. This position will also make external sales calls.

MAIN RESPONSIBILITIES

- ➔ Responsible for the overall operation of the CAP Colour Centres and Colour Shops, but not limited to customer service, marketing, merchandising, inventory, financial reports and store safety.
- ➔ Develop sales and customer service strategies for the business and ensures that sales and customer service plans are implemented.
- ➔ Develop and communicate strategic sales plans to grow market share and sales revenue of the retail outlets.
- ➔ Liaise with the CAP marketing department for implementation of the Marketing /Sales plan and strategies.
- ➔ Ensure the retail outlet employees operate in line with the Sales Policy.
- ➔ Safeguard the equity of CAP brands in the Company's portfolio.
- ➔ Ownership for the demand planning process and metrics for the centre aimed at ensuring centre is stocked to meet customer needs.
- ➔ Seeks leads for new business through contacts at existing accounts.

- Agree and ensure that sales, volume and profit targets are met.
- Ensure efficient and optimum distribution of products to customers.
- Ensure compliance to Company sales policies by the sales force.
- Identify and assist in implementation of training programmes for the sales force and customers.
- Collate and disseminate customer feedbacks to the head office promptly.
- Liaise with the CAP Partners to develop Annual Business Plan for their businesses.
- Submit weekly and monthly sales report on Colour Centre operations.
- Accountable for all company assets including vehicles, equipment's etc. allocated to the colour centre and ensure they are in good state.
- Manage Colour Centre Customer information database and generates management information.
- Control sales expenses and ensures that they are kept within the approved budget.
- Regularly reviews the performance of order taking points and makes recommendations on the appointment or dismissal of order taking points.
- Monitor stock levels and purchases and ensure they stay within budget.
- Ensure prompt request for replenishment based on customers' requests and anticipated order.

PROFILE

- First degree with at least 5 years' experience in a sales role.
- Proven experience as retail manager or in other managerial position
- Knowledge of retail management best practices
- Outstanding communication and interpersonal abilities
- Excellent organizing and leadership skills
- Commercial awareness
- Analytical mind and familiarity with data analysis principles
- Excellent knowledge of retail management software
- Can speak both French and English.

To apply, kindly your CV (PDF format) to portail@mykapital.net
Mention the reference of the offer as subject in your mail.

Deadline : 07/11/2023, 04 : 00 pm.

20 days after the application deadline, if you have not been contacted, please consider your application unsuccessful.