

## Position Description

Vacancy Title: **Key Accounts Executive**  
Location:  
Reports To: **None**

### Objective

The Key Accounts Executive ensures regular contact with key account clients to strengthen existing business relationships through understanding their fleet requirements and service needs. Service history of KAM clients' vehicles reviewed to highlight discrepancies and areas of improvement. An annual fleet replacement plan produced for KAM clients along with budget projections. KAM vehicles in the workshop monitored for work completion within the promised timeframe. Opportunities, issues, and challenges within the KAM portfolio investigated and reported, and vehicle quotations generated for new and existing KAM accounts. Reports to the Massey Ferguson Product Manager.

### Outcomes

Organisational Stakeholders
1. Finance
<ul style="list-style-type: none"><li>Spend level of KAM accounts increased in the area of NVS, service, parts, tyres, and batteries to meet demands.</li></ul>
2. Business Process
<ul style="list-style-type: none"><li>Relationship with KAM clientele built and strengthened.</li><li>KAM fleet purchase plan reviewed and strategies proposed to combat competitor activity.</li><li>KAM service report reviewed and solutions proposed to drive customer loyalty.</li><li>Enhanced KAM service delivery achieved by collaborating with other service providers where necessary.</li></ul>
3. Learning and Growth
<ul style="list-style-type: none"><li>Process for KAM business documented and submitted to KAM &amp; MF Product Manager for approval.</li><li>KAM account service delivery reviewed and improved.</li></ul>
4. Customer Service
<ul style="list-style-type: none"><li>Regular customer visitations for KAM clients conducted.</li><li>Timely information pertaining to KAM accounts reported to management.</li></ul>
5. Tasks
<ul style="list-style-type: none"><li>Annual budget for KAM established with the provision of fleet purchase plan from KAM clientele.</li><li>Changes in the KAM accounts notified to the KAM &amp; MF Product Manager.</li><li>Service history of KAM client vehicles reviewed and improvements recommended for the client's benefit.</li><li>Monthly reports submitted to provide insight into the KAM business and its growth potential.</li><li>Opportunities for vehicle purchases in KAM investigated and followed through.</li></ul>

### Responsibilities - Key Competencies

Competence	Description
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.

### Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Business Administration	Diploma in Business Studies or equivalent with a strong history in Sales and Customer Service.

### Work Knowledge and Experience

- Minimum 5 years of experience in Sales & Marketing.
- Proven ability to work independently while contributing effectively as part of a team.
- Strong verbal and written communication skills, with the ability to draft business proposals.

Solid numerical aptitude with the ability to interpret budgets and financial reports.

Composed and resilient under pressure, with a track record of meeting tight deadlines.

Flexible and adaptable, with a proactive approach to identifying and implementing alternative solutions to business challenges.

Strong analytical and problem-solving skills.

## Requirements

### Other Required Requirements

PHYSICAL DEMANDS

Well organized, with a strong work ethic and strict attention to detail.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	KAM & MF Product Manager	
<b>External</b>		
	KAM Clientele	
	Insurance Service Providers	
	Land Transport Authority	

## Attributes

### Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.

### Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.

### Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

## How To Apply

To apply, please submit your application online using the provided link or QR code. Your application must include a cover letter addressing the key selection criteria, a current CV, and the contact details of three professional referees who are not related to you.

### Contact for Enquiries

Contact Name: Salote Nasome

Contact Email: [snasome@maxumise.com](mailto:snasome@maxumise.com)

Further Contact Information: --

Closing Date: 13 Jun 2025