

Job Title

Account Manager

Based

Centre of Operational Excellence (COE) New York

The Company

Jaguar Freight provides exceptional supply chain solutions through a combination of unique I.T. systems and world-class customer service to a broad range of clients in the cosmetics and other prestige industries. Widely recognized as an industry leader, Jaguar's unique CyberTrax™ program is a logistics management tool allowing clients to focus on managing their business, while assisting to control core supply-chain activities. CyberTrax™ integrates with existing information systems giving real time information from purchase order through to delivery, and can provide GPS location technology and immediate security exception reporting. Jaguar offers customized solutions to clients' evolving needs – that's why we call ourselves the Freight Architects™.

The Role

The primary function of this position is to maintain, develop, and expand our existing client relationships and to ensure a process is established to smoothly onboard new clients. To work closely with the Operations Manager, CEO as well as global counterparts, to ensure all assigned clients are fully aware of service updates and our CyberChain™ solutions. It is expected that the Account Manager will ensure excellent customer service is delivered, and that a continuous development plan for the account is maintained. The Account Manager will conduct regular face-to-face client meetings and carry out a continuous review process to make sure that management reporting is accurate, tariffs are current, and KPI's are met.

Key Responsibilities

- Delivering client satisfaction through expectation management
- Establish a visit plan based on client spend and potential opportunity
- Achieve mutually agreed increases in sales of existing accounts through client facing meetings and sales development efforts
- Respond to complex and sensitive supply chain issues and questions
- Act as the primary point of contact with client representatives on all matters relating to your assigned accounts
- Develop, promote, and maintain long-term business relationships with a portfolio of clients
- Ensure that contracts and/or tariffs are maintained, and implement a plan to renew agreements prior to expiry
- Create innovative and profitable solutions
- Develop service plans and SOP's to ensure client expectations are effectively executed
- Proactively conduct cost saving initiatives for clients
- Set & achieve KPI's for each client
- Responsible for the generation of financial / management reports
- Responsible for the smooth integration of new accounts into the Account Management program
- Ensure the effective communication between and with internal stakeholders; specifically operations, sales, finance and IT
- Act with the utmost integrity at all times demonstrating the company values and behaviours

Essential Requirements

- Outstanding communication and interpersonal skills with a proven record of building strategic relationships at all levels
- Results orientated - able to demonstrate excellent sales, influencing and negotiation skills
- Proven experience within a complex logistics or forwarding company

- Self-motivated, outgoing, independent and a team player
- Strong commercial sense, demonstrable financial acumen and analytical skills
- Flexibility to travel domestically as required
- Local & regional mobility (properly registered & insured car immediately available)
- Proficient in MS applications (Word, Excel, PowerPoint)

Compensation

The successful candidate will be eligible for the following:

- A base salary.
- A bonus structure based strongly around performance.
- Reimbursement for business expenses (car, telephone, travel, etc.)
- Health insurance
- 401K
- Paid vacation (in-line with current HR policies)