



KEY ACCOUNT MANAGER

<u>Company:</u>	Thomas, Large & Singer Inc.
<u>Location:</u>	Markham, Ontario
<u>Industries:</u>	Consumer Packaged Goods, Logistics, Distribution, Private Label, Industrial Ingredients
<u>Job Type:</u>	Full Time Employee
<u>Years of Experience:</u>	10-15 years
<u>Education Level:</u>	University

Job description:

Thomas, Large & Singer Inc. is a leading provider of comprehensive value chain solutions to leading consumer packaged goods brands in the Canadian market as well as sales services to private label and industrial ingredient manufacturer's.

Our dynamic team is growing. Currently, we require the services of a strong **Key Account Manager**, who will report directly to the Director of Business Development. We are seeking a highly motivated and result-oriented individual to join our dynamic sales team. As a Key Account Manager, you will be responsible for managing and growing defined Key Accounts, ensuring customer satisfaction, and driving revenue growth. Your primary focus will be on building strong relationships with key stakeholders, understanding their business needs and delivering tailored solutions to drive mutual success. This position works closely with our internal supply chain, credit/deduction management and finance teams as well as external retailers and the client. This role will be based out of our Markham office.

Responsibilities include:

- Key Account Management: Develop and execute strategic account plans for assigned key accounts, including identifying growth opportunities, setting account objectives, and establishing sales targets. Prior experience in dealing with **LCL**, and **Sobeys National** is a must, but the role will also include other Customers. Confectionary experience would also be an asset.
- Relationship Building: Build and maintain strong relationships with key decision-makers and influencers within the retailers' organizations across all levels of management, understanding their business objectives and challenges.

- Customer Satisfaction: Proactively address customer needs, resolve issues and ensure high levels of customer satisfaction through regular communication and effective problem-solving.
- Cross-functional Collaboration: Collaborate closely with internal teams, including sales, marketing, finance, customer service and supply chain to ensure effective delivery of solutions and seamless customer experience.
- Business Development: Identify and pursue new business opportunities within existing key accounts, leveraging your understanding of their business and industry trends.
- Contract Negotiation: Negotiate contract renewals, manage trade spend efficiently, ensuring favorable terms and mutually beneficial agreements.
- Sales Forecasting and Trade Management Reporting: Maintain accurate and up-to-date account records, including sales activities, pipeline management, within our Exceedra systems.
- Market and Competitor Analysis: Stay updated on industry trends, market dynamics, and competitor activities, providing insights and recommendations to internal teams and clients.
- Promotional Activity: Plan annual promotional activities, while continuously looking to maximize ROI.
- Team Collaboration: Collaborate with the sales team, sharing best practices, insights, and success stories to drive overall team performance.

All of the above duties will be carried out while managing to set budgets. Autonomy will be given to manage and leverage the tools provided to meet clearly identified goals. Individuals will be required to:

- Work closely with retailers and suppliers (manage & develop reporting/key performance trackers/communication)
- Travel to visit Customers for meetings and presentations
- Manage existing portfolios and grow business within the portfolio
- Profitably grow sales at each of the Accounts/Divisions you will be responsible for
- Manage annual sales & trade budget forecasting
- Deduction management
- Trade spend budgeting, management and continuous improvement
- Develop and manage relationships with retailers and manufacturers

Required Skills:

- 10-15 years of experience in consumer-packaged goods sales management and retail, particularly with the Customers specified (*LCL & Sobeys*). Confectionary experience although not required, would be an asset
- Bilingual in French and English is a strong asset
- Experience calling on top tier Customers
- Proven record of success in growing and managing sales
- Excellent presentation, interpersonal, and communication skills
- Strong organizational and time management skills
- Strategic thinking and problem-solving abilities, with a proactive and results-oriented approach
- Competitive spirit – the successful candidate will have a go-getter mentality in identifying and pursuing growth opportunities
- University degree in related field

Thomas, Large & Singer Inc.

15 Allstate Parkway Suite 400, Markham, ON, Canada, L3R 5B4

Phone: 905.754.3500 | Fax: 905.754.3501 | Web: www.tlscanada.com

- Driver's License and access to a vehicle
- Some travel required
- MS Office including Excel, PowerPoint, Word & Outlook

What's In It For You...

- **Great team** dynamic and tight knit company culture. One of the most important factors in choosing your next role is the people you work with and our people are AWESOME!
- **Flexible work environment.** Ability to work from home 2-3 days per week.
- **Competitive compensation package** (salary & bonus). We get it – money isn't everything, but it's still a very important factor.
- **Benefits** – Health & Dental, Life Insurance, Disability Insurance, Parameds – Massage!
- **Pension Matching** (after 1 year – employees put in 5% and TLS matches with 5%)
- **Tuition and professional fees** reimbursement.
- **Summer Hours Program** – who doesn't want to leave early on Fridays to spend more time with friends and family while the sun is shining.

To apply for this position please send your resume to: HR@tlscanada.com

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Thomas, Large & Singer welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

About Us

Thomas, Large and Singer Inc. provides Canada wide consolidated distribution services to many leading brands. Combined logistics allows these brands to take advantage of TLS' warehousing and freight synergies while the brand owner maintains control of their pricing, sales and trade marketing plans. TLS' proprietary IT systems allow each brand owner real time control of their strategies in the Canadian market. Complementing our value chain services are TLS' branded broker management services that act as a manufacturer's National sales leader in Canada, supporting the manufacturers stated in-market goals and objectives through the support of a branded sales broker. TLS also provides sales brokerage services to companies wishing to supply private label products to Canada's retail grocery chains as well as industrial ingredient sales to relevant industrial manufacturers. TLS has been servicing the needs of the Canadian consumer for over 100 years.

To find out more, please go to our website www.tlscanada.com

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