



Job Description: Specialty Coffee Sales and Account Manager

Position Overview:

We are seeking a passionate and experienced Specialty Coffee Sales and Account Manager to join our dynamic team. Roles are currently available in QLD, VIC and NSW. As the Specialty Coffee Sales and Account Manager, you will play a key role in expanding our presence in the specialty coffee market within the wholesale environment, specifically into Cafés and Espresso Bars. This position requires a deep understanding of the coffee industry, excellent sales skills, and the ability to build and maintain strong relationships with clients.

Responsibilities:

1. Sales and Business Development:

- Identify and pursue new wholesale business opportunities within the specialty coffee sector.
- Develop and implement sales strategies to achieve revenue targets and market share goals.
- Establish and nurture relationships with potential and existing clients, including cafes, restaurants, espresso bars and specialty retailers.

2. Account Management:

- Manage and grow existing client accounts by understanding their unique needs and providing personalized solutions.
- Conduct regular account reviews to ensure client satisfaction and identify opportunities for upselling or cross-selling.
- Collaborate with internal teams to address client needs and resolve any issues promptly.

3. Product Knowledge:

- Stay up-to-date on industry trends, market dynamics, and competitor activities.
- Possess a deep understanding of our specialty coffee offerings, including flavor profiles, sourcing methods, and sustainability practices.
- Conduct product training sessions for clients to enhance their knowledge and appreciation of our coffee products.

4. Market Research:

- Conduct market research to identify emerging trends, consumer preferences, and opportunities for product innovation.
- Analyze competitor activities and market conditions to make informed business decisions.



5. Collaboration and Communication:

- Work closely with the marketing team to develop promotional materials, campaigns, and events to support sales initiatives.
- Collaborate with the production and operations teams to ensure timely and accurate order fulfillment.
- Communicate effectively with internal teams to share market insights and customer feedback.

Qualifications:

- Minimum 4 years proven experience in specialty coffee sales and account management.
- Strong understanding of the coffee industry, including sourcing, roasting, and brewing processes, equipment and training
- Excellent verbal and written communication skills, with the ability to articulate complex coffee concepts in a clear and engaging manner.
- Strong customer service orientation with the ability to build and maintain lasting relationships.
- Demonstrated ability to meet and exceed sales targets.
- Self-motivated, with a proactive and results-driven approach.
- Ability to travel regularly including overnight stays to meet clients, prospects and attend industry events.
- Knowledge of sustainability practices in the coffee industry is a plus.
- Valid driver's license.

Benefits:

- Competitive salary
- Opportunities for professional development
- Extensive coffee training provided in the 'Artisti Way'
- Vehicle, laptop and mobile phone provided for work use
- Employee discount on gear and accessories
- Awesome team of co-workers

How to Apply:

If you are passionate about specialty coffee, possess excellent sales skills, and thrive in a dynamic and fast-paced environment, we invite you to apply for this exciting opportunity to contribute to our growth in the specialty coffee market. Send your cover letter and resume to Artisti Coffee Roasters by emailing gm@artisti.com.au Join us in shaping the future of specialty coffee!