

Clearspring

Clearspring Ltd Job Specification

Job title: Account Manager

Contract type: Full time / Permanent

Reporting to: UK Account Manager

Start Date: As soon as possible

Role Summary:

We are looking for an Account Manager to join our UK team to manage a portfolio of fast growing, recently acquired wholesale customers, as well as a few of our most prestigious retail customers.

Your primary goal would be to deliver the budgeted UK sales targets for your direct accounts. The role also requires you to maximise Clearspring's presence in a handful of key retail health stores and to advocate our mantra of "Converting one more acre of land to organic each day", by getting more customers and stores across the country and online choosing and stocking Clearspring!

As a Clearspring Account Manager, you will build meaningful, committed customer relationships and champion our Clearspring ethos and values, to help bring incremental growth within your channel and company. You will be responsible for all communication, terms and negotiations and the execution of promotional plans, launches and activities with your direct customers. This will require you to analyse customer and item performance to extract insights, draw up strategic plans and turn these into executable actions.

You will also oversee Clearspring's presence in our key indirect retail health store chains. This will require a high level of personal organisation, persistence, and great presentational skills as you will be visiting and building rapport with individual store managers and floor staff to educate and help deliver exceptional results for both their store and Clearspring. This role positions you as Clearspring's eyes and ears at the store level of our key retail customers and allows you to identify key opportunities in the market and report your findings.

Main responsibilities:

- Develop and manage existing wholesale and retail customer accounts and drive sustainable growth.
- Maintain and develop Clearspring's presence with key indirect retailers at store level.
- Ensure key retailers execute promotional and marketing activities in line with plans and support them with adequate materials and/or training.
- Manage a small number of existing bulk customers/manufacturers.
- Develop new sales by approaching new independent stores, convenience stores, HORECA establishments and online retailers, guiding them to an appropriate wholesaler.

The ideal candidate should

- Be a competent and articulate communicator who can build compelling arguments and communicate across strategic business plans.
- Have a high level of fluency in English, both spoken and written.

Clearspring

- Have 1-2 years of experience in sales and customer management, ideally within the Organic or Health Food sector.
- Be passionate about working with people and developing their relationships, both inside the company and with clients.
- Have strong commercial acumen and analytical skills including Microsoft Excel.
- Have excellent time management and organisational skills.
- Be motivated, enthusiastic, and driven.
- Strong interest in health foods and the industry is beneficial.

Benefits

- Salary: dependent on experience
- 20 days holiday per annum, increasing to 25 days after 3 years service
- Clearspring foods at 50% discount off retail for personal use.
- Company Pension Plan
- Flexible office/home working depending on your role requirements

Working Hours and Office Atmosphere

- Monday to Friday 8:30 – 17:30, with one hour unpaid for lunch
- Clearspring is an independent company and this role is based in an office with approximately 25 people in total
- Occasional weekend work may be needed to attend shows / visit customers. This will be balanced by time off in lieu
- Use of a well equipped Clearspring kitchen and food supplies
- Short weekly yoga sessions and a friendly family vibe!

General Terms and Conditions

- Probationary period of 6 months

General Company Background

- Incorporated in 1993, now a leading European brand for Japanese Organic and Traditional ingredients
- 280+ products across 29 categories

Please refer to our website at www.clearspring.co.uk for a fuller background to our company.