

JD065 - Key Account Executive

What does Sil-Mid do?

Sil-Mid is a specialist supplier of adhesives, sealants, lubricants, and other products to customers in the Aerospace and Aviation industry. Our business serves over 6000 customers in 100 countries and lists over 9,000 products. We operate the highest levels of quality and service and maintain 5-star ratings from our customers. In March 2021 GracoRoberts acquired Sil-Mid Limited to forge the largest aerospace-focused and specification-driven specialty chemicals distributor around the globe. Headquartered in Arlington, TX, GracoRoberts is the single largest and most technically focused specialty chemicals distributor to serve the North American aerospace market. GracoRoberts are a full-service supplier of complex engineered materials for aerospace OEM and MRO segments, composites, electronics, and other advanced manufacturing industry

Job brief

At Silmid our Key Account Executives create long-term, trusting relationships with our customers. The Key Account Executive's role is to oversee a portfolio of key customers, actively seeking to extend opportunity within your client base.

What does a Key Account Executive do?

A Key Account Executive is responsible for the performance of a defined set of VIP customers whose business is of considerable value, volume and opportunity to the business. The aim of the role is to develop strong relationships with the key contacts for each of those customers to retain, extend and explore new opportunities that provide innovative mutually beneficial business solutions.

To achieve this a KAE will use the systems and data available to manage incoming customer enquiries, process and manage orders and shipping processes while proactively seeking improvements to processes and ways of working while meeting ambitious individual and business KPIs.

A Key Account Executive should have a flair for relationship building, understand export compliance, documentation and shipping processes. Have professional written and verbal communication and presentation ability and understand customer behaviour. In this role, liaison with internal and external key stakeholders is required to manage and improve the entire customer experience.

Responsibilities

1) Key Account Management

- Serve as the lead point of contact for customers
- Build and maintain strong, long-lasting client relationships
- Negotiate contract pricing and complete tender documents
- Develop trusted advisor relationships with customers and stakeholders
- Communicate monthly/quarterly performance and metrics to customers and stakeholders (where required)
- Business development with new and existing clients
- Identify areas for improvement to systems, processes and ways of working, implement where possible
- Assist team members with challenging client requests or provide issue escalations as needed

2) International Wholesale Customer Management

- Manage a specific set of VIP international wholesale key accounts
- Provide exceptional efficient responses both verbal and written communication
- Liaise with external stakeholder to ensure export shipping documentation, regulations and documentation is complete
- Interaction with customers where English is not a first language, strong listening skills and occasional requirement to translate written communication may be required to understand customer needs

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3) Customer Engagement

- Communicate with customers via various means, phone, web chat, email and onsite visits
- Take incoming customer calls through internal incoming call centre
- Deliver excellent customer service and satisfaction
- Update and maintain customer information

4) Sales Order Processing

- Process quotes and orders with meticulous attention to detail
- Allocate and ship goods according to customer order and delivery requirements
- Progress quotations and convert quotations to orders
- Management of information within customer own web portals (where required)

5) Back Orders and Shipping Management

- Ensure delivery to schedule for all customer orders
- Provide clear and regular communication to customers on order status
- Maintain and control scheduled orders, consolidated shipment arrangements and managed inventory
- Identify stock delay issues and proactively engage customers with updates or alternatives
- Manage on site inventory systems (where required)

6) Customer Satisfaction

- Handle discrepancies quickly and professionally
- Ensure that all communication is completed to an excellent standard
- Raise and manage customer support cases as required
- Monitor customer satisfaction via surveys, questionnaires and reviews

Person Specification

ESSENTIAL
<ul style="list-style-type: none">• GCSE or equivalent in English and Maths• Comprehensive understanding and experience of using standard Microsoft Office applications (Outlook, Word, Excel, Power Point)• Desirable to have A-Level in business studies (or equivalent)• Experience in an Aerospace environment
EXPERIENCE
<ul style="list-style-type: none">• Proven work experience as a Key Account Executive, Senior Account Executive, Account Executive, Telesales, Customer Services Representative or other relevant role.• Experience in servicing B2B customers• Experience with CRM software and managing customer data• Experience of using data sets for analysis• Experience on delivering excellent service• Experience of working collaboratively with others to achieve success.• Experience of supporting customers to use ecommerce or website services• Experience of measuring customer satisfaction.• Experience of resolving customer discrepancies• Experience in external customer relationship management with complex requirements• Experience working with cross-functional teams (e.g., Sales, Marketing, Supply Chain, Exports)• Good understanding and interest in E-Commerce and using online tools and software.• Experience serving customers in aerospace and aviation or similar technical environment
SKILLS
<ul style="list-style-type: none">• Skilled in contract review and sales order creation• Skilled at managing time and prioritising workload• Skilled at listening to customers and helping to solve problems

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- Language skills (Polish, Swedish, French, Spanish, German, Italian) a significant advantage
- Ability to make commercial pricing decisions
- Ability to stay calm and composed while dealing with customers
- Ability to work under pressure and to deadlines
- Ability to quickly learn and understand various systems, processes, and procedures
- Ability to work as part of a team and on own initiative.
- Ability to communicate, present and influence all stakeholders both internal and external to the business
- Strong data analytics, commercial review and excel spreadsheet skills
- Understanding and experience of Export Shipping, regulations, documentation
- Awareness of AS9120 Rev B or other quality standards

PERSONAL

- Excellent attention to detail
- Good Team Player and enthusiastic
- Demonstrates a positive attitude
- Committed to providing excellent customer service
- Always punctual and professional
- Great at multi-tasking and handling high workloads
- Continuous improvement mentality
- Flexibility and willingness to go the extra mile for customers.

Company Values

Sweep the floor. Do whatever it takes.

Solve problems. Offer creative customer solutions.

Commit to quality. Do it right.

Passion for growth. Everyone owns our success.

Communicate. Share information with transparency and frequency.

Focus on relationships. Stakeholders matter.

Data driven. Make better decisions

Reviewed Date:		JD065- Key Account Executive	
Manager		Employee	
Sign		Sign	