



Account Manager

The function: intermediary between the company and the customer, promote operational excellence

Management of the existing client portfolio:

- Daily communication with customers and identification of needs
- Building the relationship with the customer and develop loyalty
- Representation of the company, be the SPOC to customers
- Development of the turnover of existing customers (mainly upselling and cross selling)
- Preparation of sales reports and documentation
- Support for customers – after sales support with QA/QC team
- Training of new customers: mastery of technical knowledge and innovations

Organization:

- Close collaboration with the sales department, the sales representatives as well as the scientific and production departments
- Implementation of internal protocols for the structuring the sales department
- Measurement of sales results and achievement of objectives: monitoring sales results of internal and external salespeople, management of commissions
- Implementation of procedures to minimize costs, increase sales and improve time management
- Dialogue with accounting and logistics control departments
- Continuous training and follow-up of new developments in microbiology for the sharing of information with customers
- Follow-up and management of unpaid invoices in collaboration with the accounting department
- Use of CRM: creation of quotes, priceoffers, updating third parties and encoding orders, monitoring of production schedule

Prospecting

- Search for new international opportunities

Projects:

- Sharing of information and collaboration with other departments of the company (production, laboratory, administration) in order to continuously improve solutions according to customer feedback. Prototype tracking.

Marketing/Regulatory

- Development of communication elements to bring them into compliance with regulations and certifications
- Product notification: monitoring the management of environmental and quality labels

Your profile: ability to communicate, organize and sell

- Fluent in French, English and German in written and oral communication
- Customer satisfaction is at the center of your priorities
- Ease of communication and relational ease
- You are organized, proactive and rigorous
- You are able to adapt to your interlocutor
- Minimum 1 year experience in a sales department
- You have team spirit and are envious of joining an ambitious family business with a young and dynamic team
- You share our values

Our offer

- Full-time permanent contract in a growing company in the field of biotechnology
- A versatile job in a company of the future that promotes teamwork and communication
- Opportunities for development in an innovative company that promotes personal development