

Position Profile:

The Key Accounts Manager is responsible for developing and implementing sales plans that achieve the annual sales objectives established for CURiO Direct/Key Account and International Accounts and overseeing the execution of sales initiatives to ensure sell-through. Special emphasis is placed on growing this part of CURiO business by identifying and securing new, multi-door national/regional retailers that offer the opportunity to build CURiO brand awareness and add significantly to top-line sales. The Key Accounts Manager will work cooperatively with sales operations, marketing, and product development teams to serve as the liaison between key accounts and other members of the CURiO team.

Work Responsibilities:

Annual Sales Plan: Develop and lead the execution of the annual Sales Plan to achieve the company's short and long-term goals for growing CURiO sales by business category and distribution.

Direct Sales Key Account Management:

- Plan, execute, and manage sales plans that achieves CURiO sales objectives for Direct and International Accounts.
- Research and analyze existing Direct Accounts to develop and implement the most effective programs that maximize sales.
- Directly contact Direct/Key Account Buyers and International Distributors on a frequent basis to establish and nurture partnership.
- Effectively present CURiO brands, fragrance collections, pricing, and other company policies and programs to gain shelf-space and grow sales.
- Stay informed on each Direct Account's business plan and operational requirements so that CURiO manages business appropriately both internally and externally, (i.e.) present new products and promotions at the appropriate time, assign discounts correctly, implement special handling, etc.
- Work with the Direct Account Buyer to effectively merchandise CURiO products in-store and properly educate the store staff to correctly sell the brand and products to their customers.
- Analyze sales data to ensure successful sell-through and identify opportunities for growth.
- Maintain accurate records by Account, including call history.
- Communicate to purchasing any unexpected increases or decreases in demand for products.
- Keep management informed on the status of each account.

Direct Sales Key Account Prospecting:

- Identify, prospect, and secure new Direct Channel Domestic and International Accounts that appropriately build CURiO brand awareness and add to top-line sales.
- Research and analyze prospective Direct Accounts. Present new opportunities to management.
- Work with Marketing to deliver a brand presentation and sales tools that lead to new distribution.
- Understand the implementation requirements and ongoing needs of new Direct Accounts.

Staff Management:

- Effectively manage a multi-locational team under a fast pace and constantly changing circumstances.
- Proactively recruit, screen, and select candidates for current and future resource requirements.
- Ensure each employee has a clear and thorough understanding of their role and responsibilities. Collaborate with human resources to keep job descriptions current for each position.
- Effectively orient new hires to roles and responsibilities, ensuring a positive and productive experience.
- Ensure department structure and budgeted hiring plans are appropriate for performance and productivity levels required.
- Utilize the company's performance management program as designed to align individual performance to overall performance objectives. Meet all completion requirements at a high-quality level. Provide ongoing performance feedback. Identify and take appropriate action for non-performance.

- Mentor, guide, and coach direct reports to expand their capabilities and performance.
- Ensure all CURiO communication is disseminated to the team in a positive and timely manner.
- Administer all internal policies and procedures in accordance with company, human resources, budgetary, and finance guidelines. Ensure accuracy of staff data records.

General Responsibilities:

- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Maintain individual skills, keeping up to date with latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and policies. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. May also require weekend work.

Performs other work as assigned.

Minimum Qualifications

- Bachelor's Degree or equivalent
- Minimum of five years' work experience in a direct / key account sales program role
- Minimum of two years' supervisory experience in a sales program environment

Computer and/or software qualifications:

- Intermediate level of proficiency in Microsoft Excel, Microsoft Word, Power Point

Core Competencies:

- Strong and professional communication and correspondence skills.
- Ability to listen and interpret from customer conversations.
- Strong attention to detail with ability to organize and prioritize multiple resources and ensure on-time completion in a fast-paced environment
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs, both individual and team.
- Excellent interpersonal skills; clearly and efficiently communicate
- Critical thinking and problem-solving skills
- High degree of tolerance for stress and uncertainty
- Ability to work under constant deadline pressure and manage multiple projects across multiple lines of business
- Ability to work collaboratively and building strategic relations with coworkers, vendors and/or customers.
- Must be an individual of high energy, positive attitude and a proven track record of getting results.
- Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in staff management through motivating, developing, and directing people as they work, identifying the best people for the job based on skills and potential.
- Ability to communicate and interact effectively with managers, co-workers, customers, vendor and other partners.
- Ability to maintain and protect company proprietary information

Preferred Qualifications:

- Experience in the specialty gift, department store or prestige/chain beauty distribution channels

Preferred Competencies:

- Knowledge and affinity for fragrance in general and personal care and home fragrance products, specifically

Travel Requirement: Seasonally, up to 25%

Working Environment and Physical Demands:

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels
- Ability to sit for hours at a time, viewing computer monitor and using telephone on a constant basis; some walking and standing relative to interaction with other personnel
- Occasionally required to lift and/or move items weighing 10 – 15 pounds
- Occasional exposure to work near moving mechanical parts and areas where equipment/product reaches high temperatures is possible.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, and high noise environments is possible.
- Periods of stress may occur