



KEY ACCOUNT MANAGER ALBANIA

Our client is **Henkel**, the global leader since 1876 with leading brands and technologies in three business areas: Laundry & Home Care, Beauty Care and Adhesive Technologies. Their products are known and appreciated all over the world for their quality and affordability. Every day, millions of customers and consumers around the world restate their trust in **Henkel** Brands and Solutions. The company, headquartered in Düsseldorf/ Germany, has 47,000 employees worldwide and counts among the most internationally aligned German-based companies in the global marketplace.

With the aim of better managing the business expansion in Laundry & Home Care products in Albania, Henkel has a new vacancy for a dedicated and dynamic *KEY ACCOUNT MANAGER*.

Purpose of position:

The main task of the KAM will be managing the Henkel laundry & home care business development in Albania by driving and controlling the distributor, while managing the Key Accounts in terms of yearly negotiations, profitability, turnover and market share development.

Will be responsible for the growth of Henkel (Laundry & Home Care) sales in Albania by continuous improvement of DSPM (distribution, shelving, promotion, and merchandising for Henkel L&H Brands / products and by constantly increasing and developing relationships with trade partners.

KAM will report directly to Business Development Manager, Henkel Serbia d.o.o. The position is located in Tirana.

Responsibilities:

- Responsible for maximizing long-term Henkel Brand forecast and profit goals while keeping strong relationships with the distributor
- Responsible for communicating and implementing Henkel regional initiatives, policies and standards
- Maintains high-level customer contacts and relationships; builds consumer and customer satisfaction on Henkel Brands (Laundry & Home Care)
- Develops total understanding of: Henkel customer business environment and needs, category and market, competitive strategy
- Develops effective relationships with distributor's key personnel
- Communicates information and customer needs to management
- Ensure customer performance at or above standards in all key selling areas: Distribution, Pricing, Shelf and Promotion
- Participation in Trainings and conferences organized by HCEE and HBG

Requirements:

- University degree, preferably in Business Administration or related areas; advanced education abroad Albania is considered an advantage
- 5+ years of experience in sales in FMCG/ Retail field in Albania, both with key account management and distribution; worked either in large domestic company and/or in a multinational company
- The ideal candidate has taken part in building brands and categories in Albanian market
- Has in-depth knowledge of Albanian FMCG market and its key players
- Fluent in English and Albanian
- MS Office, especially proficient in using Excel
- Has achieved significant growth with customers she/ he was responsible for
- Be able to operate with very little reinforcement and supervision, able to build business partnership
- He/she must be: Hard worker and team worker, customer oriented, enthusiastic, open communicator, seeking for continuous improvement and committed to **Henkel** Vision & Values.

Interested candidates are invited to send a Cover Letter and CV to: monika.farka@dynamicpartners.al before **17 March 2014**.

All applications will be treated at the highest confidentiality. Only candidates meeting our client's criteria will be notified.