

Career Opportunity

Key Account Manager

About Us

Teys Australia is an innovative Australian food business with home grown pride and global reach. Drawing on more than 70 years' experience in the beef industry, our team of over 4,500 focus their energy and expertise on delivering value to our communities, customers, and consumers.

As one the leading beef processors and exporters in Australia, we are a proud partner to over 7,000 Aussie beef producers and some of the largest names in fresh food retailing in the country. In a joint venture with Cargill, Teys Australia has retained its strong founding family connections and it is this rich heritage that drives our future.

Our **Values:** *Humility, Integrity, Loyalty, Resilience, Trust & Cooperation*

About the Role

Teys Australia has an exciting role for an experienced Key Account Manager to join the Teys Food Solutions Commercial team. The primary focus for this role is coordinating internal resources (spanning across multiple business units) to service a major Retail customer' account.

The position will be based at the Teys Group Support Services location at Eight Mile Plains QLD, or as directed by the GM of Commercial & Strategy Food Solutions.

The role will be the lead point of contact for Teys Food Solutions key customers, anticipate the customer's needs, work within the company (such as working with key internal teams, marketing, supply chain, revenue field and operations teams) to ensure deadlines for the customers are met, and help the customer succeed across a range of products and business models.

As part of this role, you will lead key initiatives, process changes and new product implementation initiated by the customer. Other key responsibilities will include:

- Champion and lead the retail account's strategic initiatives across the Teys Group
- Focus on delivering "Customer First" service to ensure preferred supplier status with the customers.
- Effectively manage key customer pricing models and submissions in accordance with customer deadlines.
- Lead pricing, product, range and category reviews ensuring there is timely completion, along with seasonal NPD to ensure Teys meets the cadence required by the category lead. This will include working closely with Marketing, NPD, Operations and Finance functions (and all other parts of the commercial team required to best support the account) on activities and timelines
- Optimise operational efficiencies, through the coordination of the customer requirements from end to end to include sales forecasting, demand planning, freight, easy ready, DIFOT and compliance.
- Providing responsive and timely replies to customer requests, and work seamlessly and collaboratively with the operations team on all customer RFI's and requests.
- Preparing budgets/forecasts around customer models.
- Contribute to strategic planning and execution to improve the customers results and support sales and profit growth targets.
- Facilitate strategic discussions with the customers to ensure alignment to their business model/strategy (working on the right things) and structure the internal resources/projects accordingly.
- Develop knowledge of customer's business issues and challenges, communicating these effectively throughout the organisation, and responding/acting where required.



- Engage with marketing team to incorporate consumer insights / market research into seasonal NPD category reviews, including creating pitch to customer, launch & promote NPD, and customer marketing support programs

About You

It is **essential** that you have the following experience/skills:

- Minimum 4-5 years working either in a commercial capacity within the meat and livestock industry, or minimum 4-5 years working as a retail account manager or retail category manager.
- Business and commercial orientation, an understanding of business cross-functional management processes.
- Comprehensive knowledge of retail meat products, and compliance requirements.
- Comprehensive knowledge of operating efficiencies, product knowledge, specifications, and logistics.
- High-level communication, negotiation and presentation skills to senior management, customers, and staff.
- Comprehensive computer skills specifically in spreadsheets, pivot tables and analytical software. Experience using software such as Uniworks and I-Leader will be highly regarded.

Desirable:

- Knowledge of MSA and Ausmeat specifications.
- Basic understanding of supply chain management and logistics
- Basic understanding of financial business drivers
- Basic understanding of feedlot and plant operations

What's in it for You

- Competitive salary + annual meat purchasing credit
- Annual Bonus opportunity
- Access to our Wellbeing program
- Salary packaging - electronic devices, novated car leasing, superannuation
- Injury/Illness salary continuance scheme
- Access to a range of corporate discounts including Bupa healthcare membership

To Apply

If you are looking for an opportunity to work in a fast-paced, collaborative environment within a growing business offering excellent career development and opportunities, we encourage you to APPLY today.

For a confidential discussion about this role, please phone **Luisa Hamze** on **417 489 336**.

We are connected socially so check us out at www.teysgroup.com.au or join us on <https://www.facebook.com/TeysAustralia>.

Teys Video link: <https://www.youtube.com/embed/mFTL6wPXiQw>

