

# United Arab Emirates Jobs Expertini®

## Account Manager (UAE)

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Company: En Route International

Location: dubai

Category: other-general

En Route International operates globally as part of dnata, one of the world's largest combined air services providers. With offices in the UK, MEA and UAE, En Route supplies premium baked goods, meals and snacks to the travel industry. We focus on partnering with world-class manufacturers customising products and packaging to suit individual customer needs while managing a complex supply chain with the highest levels of precision.

**Job purpose** This role is responsible for meeting and exceeding sales & profit targets for the region. This is achieved by developing and delivering business strategies for delivering New Net Sales, increasing sales to current customers and retaining current customers. The Commercial Development Manager (CDM) will work within company guidelines, plans and investment parameters. The CDM will liaise with the Operational and other team members to ensure effective service delivery for customers and meet with customers on a planned basis to ensure their needs are being met.

**Key responsibilities** Take accountability for sales budget performance and involvement in contract negotiations with the key contact points across the MEA to contribute to the departmental P&L. Grow market share, achieve, and exceed sales & gross margin targets. Drive the negotiation and strategy with Key Prospective Accounts taking responsibility for key decisions. Meet with key prospects and customers on a quarterly basis to discuss performance and plans. Lead the development and maintenance of commercial relationships for En Route in the region. Acquire deep knowledge and insights into the customer businesses and develop strategic alliances with key decision-takers and decision-influencers up to and including main board level. Understand their business

development plans and how En Route can support and enable them. Conduct product/range reviews at relevant intervals to ensure customer offering meets the needs of the account, to develop growth and profitability. Prepare market activity reports and understand trends and influences – present to the senior team when required. Deliver accurate, regular performance, financial and volume forecasting and reporting for the accounts, taking into account changing market fluctuations and business variations. Partner with Marketing to analyse competitor activity and use data to formulate proposals for changes in strategy. Develop and execute strategic sales plan in conjunction with the Commercial, NPD and Creative teams to achieve sales and margin targets. Contribute to and work collaboratively with immediate team and with wider En Route business teams and relevant counterparts within dnata and external organizations where appropriate. Lead business development initiatives in the region including tenders (RFQ/RFP etc.) Ensure business case and pricing models are approved and adhered to, as per Company requirements. Project manage implementations, involving the operational team and others as required to ensure an effective transition from concept to operation. Motivate and inspire the local team to continuously improve and deliver the customer requirements. Be a role model for the team and coach and support the operational team where required. Provide monthly reports for the senior management team. Ensure all customer and prospective records and information is kept current in appropriate En Route systems maintaining up to date CRM data to manage opportunities and the pipeline in a structured way. Establish appropriate goals and measures for short- and long-term sales and overall growth in line with En Route vision and targets, and regularly evaluate results against these performance standards to ensure profitable growth. To undertake any other duties, which may from time to time be assigned. This job description is not intended to be either prescriptive or exhaustive, but it is issued as a general framework at the time of writing.

**Person Specification**

**Qualifications and training** Educated to University Degree level or equivalent business experience. Experience partnering with a Key Account customer. Sales and/or Airline Catering experience and at least 4 years in strategic sales or commercial account management or business development. Knowledge and skills

**Proven sales ability and customer account development** Strong commercial awareness required. Understanding of the Airline Industry

**Experience in regional catering/food/logistics markets** Highly numerate (to interpret and produce financial plans, account profit, margins, etc.) Good data and business analysis and reporting skills

**Able to construct and deliver influential commercial selling presentations.** Native speaker level English (spoken/written), Bi-Lingual

would be preferred. Must have the right to live and work in the Dubai. Job

Dimensions Geographic Responsibility: MEA Type of Employment: Full time Travel

Required, primarily within MEA, willing to travel at short notice To Apply, please visit the link

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