

Position: Account Manager

Location: Hybrid & flexible working, HQ in Porthleven, Cornwall

Package: Competitive salary plus OTE and benefits

The Role

Flexi-Hex is an innovative, sustainable packaging start-up with a vision to drive positive change within an industry that is rapidly transforming. Set up in 2018, the company has experienced considerable growth, worked with renowned brands including Sky, Diageo and Huda Beauty, gained a loyal brand following and won numerous awards in the UK and Europe.

To lead us into our next chapter of growth, we are seeking an experienced Account Manager to join our energetic sales team to nurture and support our key UK distributors. Our customer base boasts several high-profile packaging firms, collaborating on converting global brands who are incredibly important to our growth within the UK and beyond.

Supported by a Commercial Director, we are looking for someone who would be predominantly based from our coastal office in Porthleven, Cornwall but is willing to hit the road for in-person meetings with our distributors across the country. You will work closely with our Key Account Manager to start off with before acting as the main contact for assigned distributors, responsible for successfully delivering solutions for both them and their customers. You must be friendly and positive with the ability to build a strong rapport, to think tactically and have a commercially-savvy, entrepreneurial mindset.

Your success will be measured against account growth, with a focus on driving revenue as well as meeting minimum margin targets. This will require you to generate new enquiries for your distributors through prospecting, to train a network of sales teams across the UK, ensure we remain front of mind with our partners and have a solution-led, collaborative approach to help them convert key opportunities.

Key Duties

- Build and maintain relationships with assigned distributors, ensuring daily communications on active opportunities as well as monthly and quarterly performance reviews.
- Manage customer stock levels and contractual negotiations.

- Act as the relationship owner between the Distributor and Flexi Hex, adding value throughout the relationship from setting introductions to key people and product, through to fulfilment of orders.
- Collaborate with distributors, working across departments within Flexi-Hex to convert key opportunities.
- Increase revenue from assigned distributors through feeding in new enquiries from prospecting activities, by supporting their marketing initiatives and monitoring account retention and growth.
- Lead training sessions and regular company updates to our distributors to ensure their sales' teams are the best representatives of Flexi-Hex.
- Manage customer activities and process orders through our CRM and IMS software's with first-class data input and notetaking.
- Manage distributor reporting and forecasting, feeding this information back into the Senior Leadership Team to support future tactics and strategies.
- Dedicate time to prospecting, reaching out to new potential customers who we can feed into our distributor network.
- Manage customer questions, feedback and problems, working closely with our supply chain and design teams to ensure our products are delivery seamlessly to our customers.
- Work closely with the distributor network to gain key data and insights to grow a deeper understanding of performance, product feedback and opportunities for growth.

Requirements

- Ability to work predominantly from our office in Porthleven, Cornwall
- A minimum of 2 years' experience in a similar role
- A track record of growing accounts and exceeding revenue targets
- Experience working in a high-growth B2B environment
- Passionate about working for a start-up in the sustainability space
- Strong communication, listening, presentation, and negotiation skills
- A team-player who is adaptable to change, is positive and thinks outside the box
- Previously worked with CRM and IMS systems with the ability to learn quickly

*Please apply with a CV and covering letter with why you think you're a great candidate for this role to careers@flexi-hex.com by **Friday 30th September**. We will be running first interviews mid-October.*
