

# Key Account Manager (Healthcare)

## Empowered to grow

DKSH is the leading Market Expansion Services Group with a focus on Asia. DKSH helps other companies and brands to actively grow their business in new or existing markets. Publicly listed on the SIX Swiss Exchange since March 2012, DKSH is a global company headquartered in Zurich. With 735 business locations in 35 countries – 710 of them in Asia – and 26,700 specialized staff, DKSH generated net sales of CHF 9.6 billion in 2013. The company offers a tailor-made, integrated portfolio of sourcing, marketing, sales, distribution, and after-sales services. It provides business partners with expertise as well as on-the-ground logistics based on a comprehensive network of unique size and depth.

DKSH Business Unit Healthcare is the leading Market Expansion Services provider for healthcare companies seeking to grow their business in Asia. Custom-made offerings comprise registration and market entry studies as well as importation, customs clearance, marketing and sales to physical distribution, invoicing and cash collection. Products available through DKSH Healthcare include ethical pharmaceuticals, consumer health, over-the-counter, as well as medical devices. With 150 business locations in 13 countries, with 9,000 specialized staff, Business Unit Healthcare serves over 160,000 customers and generated net sales of around CHF 3.7 billion in 2012.

Our success is based on our employees' dedication and passion for their work. DKSH Business Unit Healthcare, based at Singapore is looking to fill the position of a Key Account Manager.

## Contact Information

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## Key Responsibility

- Achievement of sales, profit, and distribution targets and objectives within assigned account portfolio
- Management of trade spend to drive profitable ROI and improved customer/team contribution
- Identification and development of new business opportunities
- Execution of brand plan and trade strategy within defined accounts
- Produce individual account plans to include performance, objective, trade spend turnover and customer profiles
- Completion of accurate, informative and concise contact reports
- On-going evaluation of results and development of recommendations and alternatives to drive performance to meet established targets
- Maintain and develop relationships across all functions and levels with assigned customer responsibility
- To identify new listing opportunities and new account opportunities with the specific customer responsibility
- Understand customer corporate and category strategies
- Ability to execute sales implementation plans that align brand/channel strategies
- Understand market environment (financial climate/trends)
- Negotiate favourable trading terms on price, service and profitability
- Development of Account plans in line with client/company objectives. Identifying opportunities to drive mutual business growth
- Ensure promotional activity and NP listings maximize potential business in account and communicate accordingly
- Regular account meetings/communication to monitor and review progress and investment in line with agreed objectives
- Control product promotional budgets and identify improvement opportunities, maintaining control of overheads and expenses within defined limits to ensure most economic coverage of accounts.
- Establish collaborative working relationships with marketing, sales planning, logistics and finance
- Provide input to the development of brand and category plans with brand/client managers accordingly and at periodic client/brand review meetings.
- Monitor competitor activity and to report on such activity

## Job Requirement

- Excellent people skill
- Fluent in English, both oral and written.
- PC literate – Microsoft Office
- Minimum 5-7 years sales experience in consumer sales environment
- Intermediate to advance negotiation skills
- Proven excellent in man-management
- Strong analytical skills
- Excellent people management skills
- Intermediate to advanced negotiation skills

## Education

- Sense of urgency
- Result focused
- Solution oriented
- Collaboration oriented

## Professional Experience

- At least 3 years of sales or marketing experience, preferably from a Pharmaceutical or Healthcare related industry