

Belgium Jobs Expertini®

Key Account Manager Benelux & Scandinavia

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Company: WestRock

Location: Belgium

Category: other-general

Description & Requirements

WestRock (NYSE :WRK) is a global leader in sustainable paper and packaging solutions. We are materials scientists, packaging designers, mechanical engineers and manufacturing experts with a shared purpose: Innovate Boldly. Package Sustainably. Guided by our values of integrity, respect, accountability and excellence, we use leading science and technology to move fiber-based packaging forward.

The Opportunity:

To find and develop sales from new customers and to maintain and develop sales from existing customers in the Benelux & Scandinavia in the market sectors we choose to serve.

Activities with customers outside the assigned region are possible where the account responsibility involves multi-national customers.

How you will impact on WestRock:

- Establishing a robust, multi-level rapport with existing customers with the goal of raising entry barriers to competitive suppliers penetrating the customer (Supply, Packaging, Quality, Production, Technical, Marketing, Maintenance, Procurement) and to identify all opportunities to increase business levels with him.
- Generating leads and following them up to establish contacts with potential new customers.
- Preparing targeted commercial proposals maximising the profitability to Westrock, to present them effectively to the customer and then ensure comprehensive follow-up.
- Organising and running multi-functional meetings/teams at customers as well as internal

Westrock project teams when commercially required to manage and develop a customer account.

- Negotiating with customers in order to maximise the positive impact on the Westrock business.
- Preparing and maintaining internal sales systems, notably forecasting and core key account planning tools, to a high level.
- Coordinating and managing the total relationship between the customer and Westrock – working with internal management, carton design, customer service, plant and its internal services (quality, planning, logistic, production), engineering (PSC and field service), S&OP and ultimately suppliers, to ensure a common high level of professionalism and commitment to the customer.

What do you need to succeed:

- Experience in medium/long-cycle sales of capital value, non-commodity solutions, to both blue-chip and smaller customers.
- Proven work experience as a Key Account Manager, Sales Account Manager, or relevant role.
- Strong communication and interpersonal skills with aptitude in building relationships with professionals of all organizational levels.
- Solid experience with CRM software (e.g. Salesforce) and MS Office (particularly MS Excel, Outlook, Powerpoint and Teams).
- Experience delivering client-focused solutions to customer needs.
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail.
- Excellent listening, negotiation and presentation abilities.
- The ability to speak fluent, read and/or write **in Dutch and English** .
- BSc in business administration, sales, or relevant field
- With professional stature and ability to gain customer credibility.
- Logical and analytical - able to develop, structure and present sales and negotiation arguments at all customer hierarchy levels.
- Ability and desire to network.
- Ability and desire to listen to customers and identify customers' needs.
- Ability to work independently – without needing supporting services/personnel but understanding the need to communicate internally (i.e. a team player who doesn't need a team to do their job).

- Multi-skilled – a salesperson who is technically literate, experienced with marketing, commercially astute and able to communicate in a professional manner.
- Ability to work with technical matters to offer a complete packaging system proposal.

WestRock is an Equal Opportunity Employer. We strive to create and maintain a diverse workforce where everyone feels valued, respected, and included. WestRock does not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other basis protected by federal, state or local law.

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