

Key Account Manager Heat Pump (m/f/d)

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Company: Copeland

Location: Belgium

Category: other-general

As a Key Account Manager Heating (m/f/d) you will be part of the newly formed team that will handle key accounts in the European heating segment. You are responsible for co-creating and executing the strategy for your assigned customers. The presence in our Emerson Commercial and Residential Europe headquarters in Aachen is required frequently. In this function you will report to the Director Sales Heating Europe KAM.

Your main responsibilities will be:

- Take responsibility and full ownership of the assigned customer accounts
- Create the customer account strategy together with management and internal stakeholders
- Take full responsibility for the execution of the account strategy, including aligning internal teams to achieve the common vision
- Lead commercial negotiations with customers, including price adjustments, new business opportunities and legal frameworks
- Lead internal efforts towards business success with your key accounts, including the strong collaboration with management and internal departments
- Develop and maintain an in-depth understanding of the customer on all levels (including organisation, product strategy and operational topics) to influence decision making in our favor and actively generate demand
- Responsible for the daily business of selected customers, forecasting, delivery alignment and price management
- Visit customer locations based on customer needs, including R&D hubs and production locations

- Provide necessary visit reports and relevant data input to follow up on projects on a regular basis

Our ideal candidate:

- Holds a university degree in business or engineering (or a related field)
- Has a deep understanding and affinity both for technical and commercial topics
- Experience in sales or customer facing function in a HVACR-related industry is a strong advantage
- Enjoys seeing the “bigger picture” and has a strategic mindset
- Brings experience in leading projects and managing complexity
- Is result oriented, not afraid of leading difficult conversations
- Has a sales mentality: Interpersonal savy, strong communicator, empathic
- Communicates effectively and is an excellent team player and networker
- Keen for new experience, responsibility and accountability in a fast pace, high growth and high pressure environment
- Fluency in English required, another European language might be needed depending on the HQ location of your assigned customers (German, French,...)

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