

## INTERNATIONAL KEY ACCOUNT MANAGER

**HOURS: 40**

### JOB DESCRIPTION:

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**Report to: Sales Manager Europe**  
**Based in Europe**

#### About SCION Instruments

SCION Instruments designs, manufactures and sells GC, GC-MS and HPLC systems, alongside a full range of accessories, consumables and support services. In addition to this, we also develop the CompassCDS™ Stand-alone, Client-server Chromatography Data Systems, MS Workstation, and Sample Streamers.

SCION Instruments has facilities in: Livingston - Scotland, Goes - Netherlands, Canada, and the USA. We also have manufacturing resources in Shanghai - China. SCION Instruments are part of the Techcomp Group of Companies.

More information is available at [www.scioninstruments.com](http://www.scioninstruments.com).

#### Job Description

The Key Account Manager shall maintain and develop relationships with important clients. The successful candidate will work closely with various departments to ensure positive working relationships with key accounts.

The Key Account Manager is responsible for liaising with all the important companies in the field. They should maintain a positive relationship with relevant decision makers and purchasers to make sure SCION Instruments is on every available tender.

The Key Account Manager's responsibilities include: growing the company's revenue by ensuring that key clients are satisfied with the services provided, identifying new business opportunities for key clients and attending all meetings, conventions, and training workshops. They will also be able to develop relationships with potential clients.

To be a successful Key Account Manager you should be able to analyze data and sales statistics, as well as be able to improve business and marketing strategies. Ultimately, an exceptional Key Account Manager will be able to manage multiple key accounts without compromising on the quality of service.

In this role, you will work closely with the suppliers of Spares and Consumables, and will directly report to the European Sales Manager.

### Key Account Manager Responsibilities:

- Developing and sustaining solid relationships with key clients of financial importance.
- Lead the negotiation of contracts with key accounts (e.g. supply contracts).
- Addressing and resolving key client complaints.
- Acting as the main point of contact between key clients and internal teams.
- Supervising the account teams assigned to each key client.
- Communicating and collaborating with the advertising, design, marketing, sales, and logistics departments to ensure the needs of the key client are met.
- Compiling reports on account progress, goals, and forecasts for account teams and stakeholders.
- Developing a thorough understanding of key client needs and requirements. Preparing customized solutions.
- Negotiating contracts with key clients and meeting established deadlines for the fulfillment of each client's long-term goals.
- Identification of market potentials, as well as observation and analysis of the market and competition.
- Focus on getting SCION Instruments as the preferred vendor for Instrumentation, S&C and Software.
- Working as a contact between companies who are interested in using SCION Instruments as OEM.
- Active participation in events and fairs.
- Creating a target customer strategy.

### Key Account Manager Requirements:

- Bachelor's degree in Business Administration, Sales, or a related field.
- Experience working for a manufacturer in the same field.
- Proven experience in key account management.
- Proficient in all Microsoft Office applications, and CRM software.
- The ability to build rapport with key clients.
- The ability to handle multiple client accounts.
- Strong negotiation and leadership skills.
- Exceptional customer service skills.
- Excellent communication skills.
- Professional experience in B2B sales in the analytical analyzer industry.
- Active, resilient networks in sectors such as: strategic procurement, external manufacturing, contract manufacturing.
- Supplier Relationship Management of customers for CDMO business in several Northern European countries
- Excellent communication skills, negotiation skills and a resilient nature.
- Ability to work well in a team and ability to make your own decisions.
- Excellent presentation skills.
- Proficient in English. Additional languages are an advantage.
- Willingness to travel up to 50% of your work schedule