

Turkey Jobs Expertini®

Sr. Account Manager

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Company: BASF Tuerk Kimya Sanayi ve Ticaret Ltd. Sti.

Location: Atasehir

Category: other-general

Title: Sr. Account Manager

Location: Atasehir

QUALIFICATIONS

University degree, preferably in Chemical Engineering or Chemistry

Excellent command of English and Turkish

Minimum 7 years of experience, preferably in the printing and packaging market

Good level of knowledge on SAP and MS Office applications

Able to effectively communicate with internal and external stakeholders.

JOB DESCRIPTION

Regional sales manager

Takes ownership for and coordinates all steps of the sales process in his/her region and at his/her customers (incl. pricing, logistics, order management, etc.)

Follows agreed sales processes.

Customer relationship and projects

Builds and manages customer relationship at the customer site and at corporate / central functions, where needed.

Builds up and develops relationship to all important decision makers, maintains regular contact

with them.

Manages internal and external relationships involving stakeholders and influential bodies (contact matrix).

Responsible for development, update, and implementation of overall customer concept (incl. strategy, goals, projects, and measures)

Generates and maintains long term customer loyalty.

Key contact to the customer, involves interfaces as BASF as needed and coordinates BASF's response and actions.

Collects, documents, and shares all customer site specific information and know how (i.e., market information, competitors, chemical demand)

Projects

Drives technical projects at the customer.

Participates in innovation process by supporting specific innovation projects with focus on new growth opportunities, profitability improvement and competitive advantage.

Market intelligence

Continuously monitors competitive activities at customers and in the market and shares this information with the BASF organization.

Writes customer contact reports in a timely manner and shares the information by saving them in the appropriate document.

Business monitoring, reporting and forecasting

Prepares a short monthly report on business development and status of target achievement for Resins and Additives management.

Strategy, operational targets, growth, and profitability

Manages the local business in accordance with strategic and operational goals.

Proposes and implements measures in case of deviation from targets.

Identifies (growth) projects to deliver profitable sales growth.

Bears commercial responsibility for realizing maximum customer profitability and sales targets at his accounts (e.g., pricing measures) as agreed in operational plan.

Quality Management

Regularly uses the Customer Satisfaction Questionnaire to collect market input to enable EDJ to monitor and thus permanently improve customer satisfaction.

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