

Account Manager – Personal Care

Type of Position:	Permanent Full-time
Primary Location:	Quebec (Remote)
Hours:	8:30am - 5:00pm

General Summary

The Account Manager is responsible for the profitable and sustainable growth of the assigned sales territory through new client relationships and current account expansion. With an in depth understanding of company products, industry trends and the competitive marketplace, the Account Manager is tasked with identifying and providing innovative solutions to customers' personal care needs.

Major Tasks and Responsibilities

Builds New Sales Territory and Develops New Client Relationships

- Increase profitability of assigned territory by prospecting new customers and adding new business to the portfolio
- Incorporate appropriate sales techniques when cold calling and prospecting new customers, ensuring effective communication of Barentz's brand and market position
- Secure customer meetings (virtual and in person) with purchasing, R&D, and sales & marketing contacts at potential customers
- Submit pre-call plans to Commercial Director, Product Manager, and Sales Coordinator
- Move prospects through the Barentz sales process to secure new business
- Use appropriate techniques to develop an in-depth understanding of customers' businesses, to identify potential needs
- Utilize technical expertise to demonstrate value as part of the selling process.
- Prepare and deliver sales presentations and product demonstrations, where applicable
- Address customer questions, concerns, and inquiries, with timeliness and accuracy
- Log call information in standard format within 48 hours of customer meeting/visit
- Ensure CRM is updated with most accurate contact name, number, and email.

- Participate in weekly one-on-one sessions with Commercial Director to discuss existing opportunities and to move opportunities forward to closure
- Conduct monthly Dashboard review with Commercial Director
- Attend and be involved with local industry associations and events

Maintains and Expands Current Account Portfolio

- Manage all accounts and increase profitability of assigned territory by expanding product sales with existing customers
- Continually seek to diversify product sales portfolio by initiating new projects that use existing Barentz products or require the sourcing of new products
- Develop relationships within active accounts with multiple key contacts
- Secure in-person (or virtual) customer meetings with purchasing, R&D, and sales & marketing contacts
- Submit pre-call plans to Commercial Director, Product Manager and Sales Coordinator
- Keep the sales pipeline up to date with open qualified opportunities
- Move prospects through the Barentz sales process to secure new business at existing accounts
- Research, prepare and deliver sales presentations and product demonstrations, where applicable
- Log call information in standard format within 48 hours of customer visit
- Cultivate customer relations through interactions at social events, tradeshows, and industry functions
- Address customer questions, concerns, and inquiries, with timeliness and accuracy
- Review monthly sales reports to determine any trending with increased or decreased sales by product, and by customer

Research and Market Analysis

- Provide input to marketing/market research on opportunities to exploit product positions
- Become an expert in end-product industry through research and networking
- Use acquired industry knowledge to provide innovative solutions to customers' ingredient and additive needs

Internal Relationship Management

- Engage in ongoing communication with Commercial Director, Product Manager and Sales Coordinator to ensure customer requirements are met

- Participate in status meetings to discuss key accounts and prioritize activities to maximize territory growth
- Support the internal shared resource teams (accounting, customer service, logistics, operations, marketing), as required

Administration

- Make travel arrangements, while working within policy guidelines
- Complete monthly expense reports as directed by accounting department
- Update eChempax with pertinent information
- Send out credit applications to all new customers
- Send out quotes to new/existing customers and requests samples, as required
- Support and lead by example, Barentz' culture, strategies, pillars, and fundamentals
- Participate in ongoing personal development opportunities
- Perform other duties as requested

Education, Experience, Required Knowledge and Skills

- University or College degree, preferably in Chemistry or another Science.
- Five years of industry sales experience, would be considered an asset
- Proven ability to convert prospects to new business
- Strong organization, interpersonal and presentation skills
- Exhibits good judgment and professionalism when dealing with both customers and internal team members
- Ability to negotiate win-win situations
- Self-motivated, high energy, and engaging level of enthusiasm and positive outlook
- Effective written and verbal communication skills and the ability to adapt communication style to the audience as needed
- Bilingual (French/English) is mandatory
- Act legally and ethically in all professional relationships in adherence with Barentz' values and fundamentals
- Software knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, and Teams
- Familiarity with Customer Relationship Management (CRM) software
- Willingness to travel
- Valid Driver's License and evidence of Insurability
- Strong teamwork orientation



Always a better solution.

About Barentz

Barentz is a world class supplier of life science ingredients and specialty chemicals focused on improving the quality and length of life. We provide products that help our customers meet their formulary needs and achieve sustainability goals. We strive to change the conversation by creating value for our customers in a diverse range of end markets by providing technical and regulatory support and offering unique and creative solutions.

Our business leverages an infrastructure of industry leading technology, value-add services, global sourcing & logistics network, and a commitment to creating customer success. This philosophy has enabled Barentz to offer its customers and principal partners with North American capabilities while maintaining a local focus. Every day, we strive to deliver fantastic customer experiences.

Barentz offers a competitive salary in addition to a positive and collaborative corporate culture. We believe in developing people as well as growing our business and make this philosophy a priority. Please visit our website at www.barentz-na.com to learn more about us.

If you are interested in joining our team, please forward your resume and cover letter to careers@barentz.ca, Attn: AM – Personal Care