



Consumer Products Account Manager

Position: Consumer Products Account Manager

Reporting to: Director of Sales and Purchasing

Based at: Buffalo Creek Mills, Altona, MB

Buffalo Creek Mills is an oat processing facility located one mile north of Altona, Manitoba. As a company, we take pride in making a positive impact on our local and global communities by providing reliable and food-safe oat products.

Our company values individuals who take initiative to create a positive work environment, embrace teamwork, and want to grow together with the company. Buffalo Creek Mills is successful because of the hard-working, passionate, and authentic people who work here. If this speaks to you and the values that you hold, a career at Buffalo Creek Mills may be right for you.

Job Purpose:

The general purpose of this position is to seek, develop, and maintain relationships with customers in order to finalize sales. This position requires engaging with new and existing customers in order to grow long standing positive relationships. The Sales Representative will ensure an excellent customer experience, manage customer accounts, and participate in regular meetings to analyze and review sales data.

Key Responsibilities:

- Responsible for the management of human-edible product sales.
- Responsible for managing customer accounts, maintaining client satisfaction, and generating sales.
Responsible to maintain and develop relationships with new and existing customers.
- Responsible to identify appropriate prospects, schedule meetings, and make effective sales calls.
- Responsible to assemble customer contracts, and work together with the logistics group; providing backup when necessary.
- Responsible to conduct market research and propose strategic sales initiatives to the Director of Sales and Purchasing.
- Responsible to input communications, sales activities, and account information into the ERP system.
- Responsible to manage stabilized product customer accounts ensuring their needs are met and the process through to delivery is successful.
- Responsible to establish sales objectives by forecasting and developing annual sales quotas; projecting expected sales volume and profit for existing and new products.
- Responsible to monitor and report competitors marketing and sales activity.
- Responsible to have a good knowledge of the company's production and sales requirements.
- Responsible for providing product information to customers and arranging for sample shipments.
- Responsible to resolve customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to the Director of Sales and Purchasing.
- Assist in organizing and attending promotional events and trade shows.
- Assist in planning, managing, and organizing sales programs and initiatives.
- Assist in managing daily administrative tasks related to sales, logistics, and marketing.

- Responsible to comply with all Health & Safety, Food Safety, and Human Resource policies and procedures.
- Other duties as assigned by the Director of Sales and Purchasing.

Preferred Qualifications:

- Experience in food related sales.
- Self motivated with the ability to work independently and in a team environment.
- Knowledge of data collection and media methods (polls, focus groups, surveys etc.).
- Knowledge of Enterprise Resource Programs (ERP) and Customer Resource Management (CRM) systems.
- 2-5 years of experience in a sales position.

Minimum Qualifications:

- Ability to travel internationally.
- Completion of TTI Success Insights DISC assessment.
- High level of customer service experience.
- Strong knowledge of computer software (Microsoft Office).
- Excellent written and verbal communication skills.
- Good understanding of sales dynamics and processes.
- Strong attention to detail and the ability to manage multiple priorities.
- Valid driver's license and access to a personal vehicle.

Employment:

- Full time, Monday through Friday from 7:30am to 4:30pm.
- Overtime may be required for trade shows or to accommodate customers.

Salary and Benefits:

- Salary is negotiable based on knowledge and experience
- Competitive benefits package is required.
- Group retirement savings plan is available.

