

**Cornish Labour Services Limited**  
**JOB DESCRIPTION**

**JOB DETAILS**

<b>Job Holder</b>	
<b>Job Title</b>	Account Manager
<b>Grade/Salary</b>	Salary
<b>Hours/Shift Pattern</b>	40 hours +
<b>Work/Location</b>	Office at Higher Trevaskis Farm, Connor Downs, Hayle, Cornwall TR27 5JQ
<b>Reporting to</b>	Commercial Director
<b>Essential Qualifications/skills</b>	Confident IT ability, managing data & costings with attention to detail. Strong interpersonal and communication skills, with the ability to build key relationships.
<b>Desirable Qualifications/skills</b>	Fresh Produce background.

**JOB PURPOSE**

Manage a variety of accounts as part of the commercial team. Supporting the business in growth, profitability & volume.

**KEY AREAS OF RESPONSIBILITY**

- Complete weekly sales and prices sheet with customers of Riviera Produce
- Provide costings for customers pricing tenders.
- Update customers sales against budgets & any relevant customer information.
- Monitor & update all customer portals with the relevant information.
- Supporting with the Procurement of raw materials, alongside communication internally regarding packaging, and management of trays & pallets
- Work with colleagues to resolve crop & production issues, via external routes (contingency purchases).
- Understand the crops & quality requirements for all customers.
- Investigate new customers & crops for the business.
- Attend customer visits & meetings with customers to develop further profitable business.
- Negotiate with customers on new contracts.
- Monitor produce quality to ensure we meet customers' expectations.
- Develop strong relationships and communication links with key stakeholders within operations, finance, harvesting and transport – ensure smooth interaction between farm, packhouse and sales teams.

### KEY DUTIES

- Maintain good relationships with customers.
- Complete weekly sales and prices sheet with customers of Riviera Produce – check sales and procurement prices are correct, check weekly transport costs, check packhouse costs.
- Provide costings for customers pricing tenders and advise on future pricing – check costings are relevant with farm, packhouse, packaging and transport.
- Track the weekly sales against customer forecasts to ensure we are on target with our contracted volumes.
- Understand all customer portals & update any relevant costings or information that is required.
- Support the purchasing of raw materials, making sure the relevant paperwork & custom checks are in place to minimise additional work/errors.
- Review our customers & look at the industry to propose new customers to the business & new crops.
- Compile presentations for customer visits – ensure presentations are relevant and informative.
- Negotiate with customers on new contracts – work with Sales Director to ensure price negotiations are completed profitably and on time.
- Monitor produce quality to ensure we meet customers’ expectations – match quality of produce coming in from the fields with customers’ expectations, utilising as much of available stock as possible, work with QC’s, Packhouse, Intake and Despatch as required, making commercial decisions on quality expectations for each customer.
- Develop strong relationships and communication links with key stakeholders within operations, finance, harvesting and transport.

### AGREEMENT

<b>Job Holder’s Signature</b>	
<b>Date</b>	
<b>Manager’s Signature</b>	
<b>Date</b>	

### OBLIGATIONS

- a. This job description is subject to the Policies and Procedures of the Company and all staff are required to acquaint themselves with those applicable to this post.
- b. Under the Health & Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health & Safety at work. Your attention is particularly drawn to this policy and you must make yourself aware of its contents.
- c. This job description will be subject to annual review and amended to meet the changing needs of the Company.
- d. This job description is subject to the Terms and Conditions of service of the company.