

<b>Position Title:</b>	<b>Account Manager</b>	<b>Location:</b>	<b>Leamington/East</b>
<b>Department:</b>	<b>Sales and Marketing</b>	<b>Wage Grid:</b>	<b>Confidential</b>
<b>Reports to:</b>	<b>VP of Sales and Marketing</b>	<b>Direct Reports:</b>	<b>None</b>

**Highline Vision and Values:**

Passionately nourish people, community and environment, through embracing our core values, which include:

We do the right thing, always. We lead the way. We are fanatical about quality. We are transparent in our relationships. We always consider the human element. We embrace diversity and inclusion.

**Position Summary:**

Build, maintain and cultivate trusted relationships with assigned accounts while achieving set sales and profitability goals.

**Expected Outcomes:**

1. **Leadership & Code of Conduct**
  - a. Embrace and support the Highline culture and values, acting as brand ambassador at all times
  - b. Interact with others in a manner that promotes respect, confidentiality and dignity
  - c. Develop and actively foster an engaged work force, displaying professionalism even when challenging to do and while quickly managing the culture to stop behaviours not aligned to the Company Values.
  
2. **Safety**
  - a. Adhere to Safety Policies, including use of proper Personal Protective Equipment (PPE) and other safety equipment
  - b. Report unsafe conditions immediately to Direct report or member of the Safety team
  - c. Report all incidents, injuries or near misses immediately to Direct report or Safety Advocate
  - d. Cooperate in the Early & Safe Return to Work Program if an injury or medical illness requires accommodation
  
3. **Account Management & Growth**
  - a. Retain and strategically grow Highline’s sales volume through effective management and development of assigned accounts along with identifying and acting upon new business opportunities
  - b. Meet assigned sales expectations, profitability and actively assist team in meeting the sales and profitability targets, including active selling of surplus product and managing shortages in conjunction with the Sales Team
  - c. Manage accounts as the main point of contact using timely and customized internal communication and coordination for ad planning, category reviews, problem solving and participating in customer meetings or attending customer events
  - d. Negotiate pricing, contracts and programs in conjunction with the VP of Sales and Marketing
  - e. Manage/monitor internal business plans to effectively meet customer needs and deadlines
  - f. Frequently update the VP of Sales and Marketing to ensure all activities are coordinated and prioritized
  - g. Conduct quarterly market review of the regions you are responsible for including retail pricing, sku’s, space allocated, innovation in the market etc. for both assigned customers as well as the retail/wholesale competitors in the market
  - h. Actively participate as a member of the Sales and Marketing Team, bringing opportunities, insights and ideas to the team in a collaborative way
  - i. Participate in departmental activities providing hands-on account needs as required for demo’s, sample coordination, food shows, and product development/assistance
  
4. **Strategic Market Development**
  - a. Develop sale strategies and action plans for attaining or exceeding sales and profit goals at both a customer and corporate level
  - b. Conduct customer reviews and participate in strategic account planning with assigned customers
  - c. Work with a variety of data sources (internal sales reports, market trends) to develop an in-depth understanding of the market and suggest avenues for growth to customers and Highline
  - d. Stay abreast of market trends, mushroom industry trends and fluctuating consumers demands
  - e. Identify new customers and potential business opportunities, which are in-line with Highline’s goals
  - f. Pursue and develop new customer and business opportunities as directed

**5. Customer Service & Account Maintenance**

- a. Communicate assigned customer's needs, issues, and opportunities internally and assist in the creation of customized plans to address each. Follow-up and ensure customer needs are addressed and projects remain on-time.
- b. Act as the main point of communication with assigned customers: effective communication, shorts, business opportunities, updates on projects etc.
- c. Work with farm operations and packaging to communicate orders and direct the allocation of product to customer orders
- d. Assist the Sales Distribution Team in the movement and management of excess/shortages

**6. Other Duties**

- a. As reasonably requested in aid of Highline operations or culture compliance, perform any other duties that may be assigned
- b. Provide meaningful recommendations for continual improvement or innovation

**Qualifications & Experience:****Education & Past Experiences:**

A combination of professional experiences or equivalent combined education, designation and work experience will be considered;

- Minimum eight (8) years sales experience working with major retail accounts
- Bachelor's degree or equivalent relevant work experience
- Successful track record of building strong, trusted relationships
- Solid understanding of grocery and fresh food business operations and processes
- Ability to build trustworthy professional relationships at multiple levels throughout the Customer's organization and the confidence to present and interact with Senior Management
- Proactive, team player with the ability to work effectively with all key stakeholders and drives sales initiatives/requirements within the organization
- Proficiency in Microsoft Office required
- Sales forecasting tools and CRM solutions are highly desired

**Personal Attributes:**

- Demonstrable strong organizational skills and the ability to prioritize
- Attention to detail and accuracy, appropriately balanced with the need to complete tasks
- Above average analytical skills and the ability to problem solve
- Capable of independent and self guided work
- Effective and professional communication skills
- Self-starter who can work independently, is self motivated and adaptable to a changing environment
- Professional behaviours, specifically maintaining confidentiality and sensitive information

**Other:**

- Eligible to work in Canada.
- Fluent in written and verbal English, other languages are an asset.

**Required On-The-Job Training:**

Orientation training, including, Food Safety, Attendance Policy, Conduct Policy, AODA, WHMIS, Incident Response and Reporting, Emergency Response Plan, Return to Work and Disability Management, Ergonomic Policy and the Highline Stretching Program, Workplace Violence, Harassment, Sexual Harassment and Bullying Policy, Health and Safety Policy and MOL Worker Awareness.

Other training as self identified for professional development or skill enhancement or identified by Highline.

**Working Conditions:**

Must be capable of working in Ontario, and able to travel within Canada and the USA.

Must possess a valid driver's license.

Weekend and/or evening and some holiday work, along with a willingness to work a flexible schedule.

This job description should not be construed as an exhaustive list of duties and responsibilities to be performed by persons assigned to this position. It is not intended to limit or in any way modify the right of the manager or supervisor to assign, direct, or control the work of associates under his or her supervision. Job descriptions may be revised at any time during the course of employment as required.

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*By signing below, I acknowledge that I have reviewed and accept the responsibilities noted within this job description.*

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Signature

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Date