

**Summary:**

The National Key Accounts Manager is a pivotal future forward role for Phantom, focused on seeking out and developing relationships with new Strategic Account targets, especially e-tailers and digital merchants. By definition, a Phantom Strategic Account is a larger scale business partner who can play either a direct or a significant influencer role in selling Phantom products, to be serviced through out current Network. The role will also be responsible, for managing our current Strategic Account portfolio, Home Depot, Lowes/Rona Canada, Struxure Outdoor, Shade FX, JELD-WEN, etc. The NKAM will formalize and develop all relationships with our Strategic Accounts as well as measuring results, reporting, learning and, if necessary, adjusting strategic and tactical initiatives.

The NKAM will liaise with the Business Development team to deliver meaningful support from the Network to develop the Strategic Account business. The incumbent is expected to champion, follow, and encourage in others the organization's corporate values; foster a positive corporate culture and working environment, and communicate appropriately and effectively with internal and external contacts at all levels.

**Corporate Values:**

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

**Reporting Structure:**

Other positions Reporting to the VP – Business Development are: Network Development Manager, Business Development Manager and Business Development Specialists (3).

Currently no positions report directly into the National Key Accounts Manager.

**Position Responsibilities:**

including, but not limited to the following:

- Responsibility and ownership of our Strategic Accounts and their interaction with our company and Network Partners.
- Develop new relationships and programs with targeted strategic accounts, especially in the e-tailer and digital merchant spaces.
- Embrace digital mediums to reduce overall account servicing costs and maximize ROI's, utilizing e-comm and online properties within strategic accounts to drive business; with current accounts and new.
- Formalizes programs and Network support of initiatives in collaboration with the Business Development Team.
- In collaboration with the Revenue Group, create, recommend, and implement annual and long-range strategic plans that support business development and the achievement of the organization's long-term goals and objectives.

- Work closely with the Marketing team to establish and implement successful channel and partner programs.
- Provide feedback on trends, market insight and performance to Revenue Group management and SLT.
- Provide ongoing guidance to ensure targets are achieved, monitoring account performance to achieve budget levels.
- Develop and monitor meaningful KPI's for measuring performance as part of the strategic plan for this area of the business.

#### Budgets & Sales Forecasts

- Develop and manage revenue goals and Business Plans for strategic accounts.
- Develop and manage approved expense budgets, ensuring that fiscal responsibility is practiced.
- Assist in the creation and recommendation of the annual sales forecasts for strategic accounts for inclusion in the annual corporate budget, including defining sales by unit and product mix to allow development of an appropriate production plan.
- Communicate detailed and accurate sales forecasts to management to assist in the monthly production planning process.

#### **Position Requirements:**

- Strong leadership skills, sound decision making and problem-solving abilities.
- Detailed knowledge of distribution networks, including a broad understanding of manufacturing processes.
- Key account management experience of large-scale retailers, but especially e-tailers and digital merchants, including their digital transaction processes.
- Strong curiosity for new and uncharted territories, with a creative approach to uncovering the possibilities.
- Highly developed analytical skills with the ability to interpret information and use sound judgment in the decision-making process.
- Superior interpersonal and communication skills; interacting comfortably and confidently in writing or orally with internal and external contacts at all levels.
- A positive and professional disposition with the ability to organize, be methodical and maintain composure under pressure; is able to accomplish multiple and changing priorities by appropriately structuring workflow.
- A keen understanding of the need to maintain confidentiality when encountering sensitive information.
- Proficient in the use of the Microsoft Office Suite of programs and demonstrated accurate keyboarding skills.
- Equally comfortable working independently or as a contributor in a team environment.
- Ability to travel extensively.