

Job Description – Key Account Manager

Job Title	Key Account Manager (KAM)
Department	Commercial
Contract type	Full time employment
Reports to	Commercial Director
Location	London
Compensation	Negotiable / based on experience + performance bonus
Hours of Work/Duration:	37 hours/week
Responsible for:	Global Key Accounts/Customer Support Management

Company Description

DKT International is a global not-for-profit organization based in Washington, DC, and is one of the world's largest providers of **family planning, HIV/AIDS prevention** and **safe abortion** products and services. DKT combines **private-sector marketing techniques, cutting-edge technologies, and creative advertising** to ensure women and men have the products, knowledge and services they need when needed. DKT has offices in **24 countries** and covers **over 57 markets**. While a non-profit, non-governmental organization (NGO), DKT operates like a social enterprise.

In May 2017, DKT acquired WomanCare Global (WCG), which held exclusive rights for the **Ipas Manual Vacuum Aspiration (MVA)** suite of technology. The Ipas MVA is globally seen as the preeminent method for **clinical abortion & miscarriage management**. The new **DKT WomanCare (DKT WC)** is responsible for **global distribution** in more than 100 countries, including markets as diverse as Brazil, Canada, the Democratic Republic of Congo, Ethiopia, India, Indonesia, Japan, Kenya, Mexico, Nigeria, the United Kingdom, and the United States.

DKT WomanCare oversees the manufacturing of the Ipas MVA technology and is responsible for **Regulatory Affairs** and **Quality Assurance**, including compliance with the US FDA, EC, ISO and other quality standards. In February 2018, DKT WC became the **exclusive global distributor for Levoplant**, a WHO-Prequalified three-year contraceptive implant. Together, the global exclusive rights to Levoplant and the Ipas MVA technology **form the core** of DKT WC's product portfolio, which will continue to grow over time.

In December 2018, we opened our global Head Quarter in Paris under the name **DKT WomanCare Global Services SAS**. (DKT-WCGS) The entity is the subsidiary of WomanCare Global Trading, based in London and which is in charge of the commercialization of DKT WomanCare portfolio. Next to the revenues generated thru DKT WomanCare Global Trading CIC, DKT WomanCare benefits, in order to sustain its social marketing strategy in unprivileged markets, in particularly the one's known under the acronym "FP2020" Markets (69 developing countries) from a discretionary support from DKT International. This support provided to the DKT WomanCare might be made in the form of loans or grants and are usually linked to special program activities supported by international donors, active in Family Planning or supporting Safe Abortion Termination methods.

Our Vision and Mission

DKT WomanCare will build on this core to become the leading aggregator of sexual and reproductive health products and technologies worldwide. **We are creating a world where women are empowered to live their lives to the fullest.** This aspiration is captured in the company's Vision & Mission statements below:

Vision: “To increase women’s access to safe and innovative sexual and reproductive health technologies everywhere and to create a world where women are empowered to live their lives to the fullest.”

Mission: “Create a customer-centric platform that expands access to existing and new sexual and reproductive health technologies through synergies within DKT, and with other partners, across all markets and segments.”

Position Summary

The KAM is responsible for effective, efficient and sustainably handling the most important client accounts procuring the Ipas Manual Vacuum Aspirator (MVA) Kit, Levoplant and other contraceptive products in order to drive sales revenue, volume, and profit. The KAM must build and maintain a strong relationship with key customers – which tend to make up the highest percentage of our organization sales revenue or volume – and act as the lead point of contact for all key client matters, anticipate the client’s needs, work within the organization to ensure deadlines for the client are met, and help the client succeed in delivering the highest service to its end users – providers and beneficiary. The KAM will also bring in new business from existing clients or contacts and will develop new relationships with potential clients.

Job Responsibilities

The KAM main responsibilities are, not limited to, described as follow:

- Developing a solid and trusting relationship between major key customers and stakeholders
- Resolving key customer’s issues and complaints
- Developing a complete understanding of key account needs (account plan)
- Anticipating key account changes and improvements
- Managing communications between key customers and internal teams
- Managing account team (if any) assigned to each customer
- Strategic planning to improve customer results
- Negotiating contracts with customers and establishing targets/KPIs and a timeline of performance
- Establishing and overseeing internal budgets with the organisation and external budgets with the customer
- Working with Commercial, Marketing, Operations, Customer Service, Quality Assurance, Regulatory Affairs and team members from other departments dedicated to the same customer account to ensure the highest quality of materials are being produced and all customer needs met
- Collaborating with the commercial team to maximize (achieve or exceed) sales volume, sales revenue, profitability and market share across the territory/account for all promoted products
- Planning and presenting monthly reports on account progress, goals, and quarterly initiatives to share with team members, stakeholders, and possible use in future case studies or company training
- Meeting all customer needs and deliverables according to proposed timelines
- Analyzing customer data to provide customer relationship management
- Expanding relationships and bringing in new customers

Key Relationships:

- Relationships and Roles - Internal / External Cooperation
 - Demonstrate ability to interact and cooperate with all company employees
 - Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity
 - Maintain professional internal and external relationships that meet company core values
 - Proactively establish and maintain effective working team relationships with all support departments
- Internal:
 - Managing Director; Operations Director and Commercial Director
 - Director of Medical Affairs and Pharmacovigilance
 - Global Product Manager
 - Customer Service, Logistics and Finance
- External:
 - Ipas
 - Funders – UNFPA, DFID, USAID, World Bank, Irish Aid
 - Social marketing – DKT, IPPF, MSI, PSI, Pathfinder, Path
 - Commercial distributors
 - Consolidators
 - MOH
 - Providers – OBGYN, Midwives
 - Supply chain organizations – JSI, Crown Agents
 - RH Supplies Coalition Africa representatives

Qualifications and skills required

- Education qualification in either business, commerce, sales, marketing, medical or biological related field
- Minimum of 7 years of KAM/sales management experience in the Pharmaceutical and/or Medical Device industry is essential; Experience with international KAM/sales is highly desirable.
- Reproductive Health experience would be an advantage
- Fluent in English and another language, preferably French, Spanish, Portuguese and Russian
- Strong negotiation skills, with ability follow-through on client contracts
- Able to analyze data and sales statistics and translate results into better solutions
- Proven results of delivering client solutions and meeting sales goals
- Willingness to travel internationally around 30%
- Results driven, action oriented, can-do attitude, effective implementer, impatience to bureaucracy
- Solution focused, problem-solver, innovator, sees the big picture plus hands-on
- Comfortable and motivated working in an international/cross-cultural setting

- Ability to effectively manage multi-tasks concurrently
- Ability to work independently with limited guidance
- High energy levels, self-starter and results-oriented
- Must have its own vehicle and driving license

Application details

Send your resume/CV and a one-page cover letter detailing how your KAM/sales experience and achievements to date would add value to DKT WomanCare mission and vision to rodrigo@dktwomancare.org by March 27th 2020.