

# Marin Bicycles California

## Position Description

**Job Title** Key Accounts Manager

**Position Summary** Responsible for managing dealer order flow through the systems at Marin USA for all export distributors and all USA based key accounts, including orders submitted from order entry to shipment. Ensures orders are not delayed, and ship as complete as possible, with high customer satisfaction. Canvas export markets for additional opportunities to distribute Marin bikes. Maintain customer relationships with the highest level of service in our space.

**Reports To** CEO and VP of Business Development

**Date Prepared** May 7, 2021

**Others Served** Product Development, Sales, Warranty, Admin

**Exempt Status** Non-Exempt

### Duties and Responsibilities

#### Sales Support

- Manage all correspondence and order processing for Marin's export dealers and distributors.
- Provide forecasts and market data for export dealers and distributors
- Manage all correspondence and order processing for Marin's USA key accounts.
- Provide forecasts and market data for all USA key accounts
- Work with Sales Operations to ensure inventory is directed to the proper Marin warehouse to best serve the customer in question to ensure best possible pricing for Marin.
- Review B2B daily to ensure orders are processed and converted to delivery orders
- Review the open order report daily and attempt to fulfill all products possible.
- Review the ATP/Inbound Inventory report daily and compare to the open order report to move all available product out the door.
- Maintain robust outbound sales calls in any responsible territory assigned
- Process non-warranty return orders (rep samples, mis-ships etc.)
- Support product, warranty, and admin in processing orders as needed
- Maintain accurate customer data in both SAP and email/Dealer locator lists

#### General Responsibility

- Assist with Marketing and Sales initiatives as needed, including updates to .biz, email lists, and dealer locator.
- Assist with various assigned duties as set forth by management.

### Essential Qualifications

- Must possess great interpersonal/relationship skills – must cooperate and communicate effectively with co-workers, supervisor and/or outside contacts.
- A working knowledge of bicycles, components, and suspension design.
- Knowledge of computers required including knowledge of Excel, Word, and Outlook & Power Point (SAP experience a plus).
- Must be able to work in a professional manner in a team environment.
- Must be able to multi-task effectively.
- Attention to details and quality.
- Strong organization skills
- Strong verbal and written communication skills.
- Able to carry out assignments with moderate supervision.

### Beneficial Qualifications

- Experience in an import environment.
- Proficiency in SAP or similar ERP program.