

Business	Function/Department	Position Title & Location
CHEP	Customer Service	Customer Service Account Executive
Band	Reports to and Location	
2	Manager, Customer Service	
Number of Reports	Total	Direct
	-	-
Position Purpose	Responsible for managing a portfolio of customers with a revenue stream in the region. As well as the position will be responsible for executing CHEP's business strategy and developing as implementing specific account plans. Key objectives of the role are to protect existing customer revenue, meet business growth targets and increase customer satisfaction.	
Major/Key Accountabilities	<ul style="list-style-type: none"> • Manage CHEP's relationship across a portfolio of CHEP's customers • Work alongside the relevant departments to formulate a business plan for each customer account to protect and grow the account in order to meet and exceed annual targets. • Identification and conversion of growth opportunities. • Stock deviation analysis & reporting • Execute audit program in line with CHEP annual audit plan. • Build networks and relationships with Shareholders at all levels within customers. • Develop and implement joint strategic plans with customers addressing topics such as growth, cost reduction, sustainability and ease of business. • Drive improved customer satisfaction and engagement. • Manage commercial tender and contract negotiations with customers. 	
Measures	<ul style="list-style-type: none"> • Revenue • Profitability • Customer satisfaction • Debt • Disputed Debt • Flow-Through Ratio 	
Scope	<ul style="list-style-type: none"> • Annual Revenue Budget • Opportunities generated 	
Challenges	<ul style="list-style-type: none"> • Managing conflicting internal demands • The ability to remain focused when facing time consuming and difficult investigations • Working on multiple queries at the same time • Working with deadlines • Creating business projects to growth the business 	
Key contacts	Internal	External
	<ul style="list-style-type: none"> • Customer Service TR • Logistics • Operations & Quality • Finance • Credit Management • Audit Team • D Management Team 	<ul style="list-style-type: none"> • Customers

Qualifications	• BA/BS Degree required			
Experience	• Minimum 3 years' experience in a customer facing, field-based role.			
Skills and Knowledge	<ul style="list-style-type: none">• Strong networking, relationship building and inter-personal skills• Excellent commercial negotiation and presentation skills.• Siebel & BW & SAP user• Excellent analytical skills and detail oriented• Able to effectively handle and manage a high degree of multiple tasks• Creative problem solver			
Languages	Required	Desirable		
	Turkish and English is a must			
Competency Success Profile	Critical Competencies for Performance			
	Performance Cluster	Competencies	FYI Chapter	Required
	Team	Developing Direct Reports & Others	19	<input type="checkbox"/>
		Motivating Others	36	<input type="checkbox"/>
		Building Effective Teams	60	<input type="checkbox"/>
		Managing Vision & Purpose	65	<input type="checkbox"/>
	Interaction	Interpersonal Savvy	31	<input checked="" type="checkbox"/>
		Learning on the Fly	32	<input checked="" type="checkbox"/>
		Managing Courage	34	<input type="checkbox"/>
		Organisational Agility	38	<input checked="" type="checkbox"/>
	Customer	Customer Focus	15	<input checked="" type="checkbox"/>
		Listening	33	<input checked="" type="checkbox"/>
		Understanding Others	64	<input checked="" type="checkbox"/>
		Integrity & Trust	29	<input checked="" type="checkbox"/>
	Performance	Priority Setting	50	<input checked="" type="checkbox"/>
		Drive for Results	53	<input checked="" type="checkbox"/>
		Decision Quality	17	<input checked="" type="checkbox"/>
		Functional/Technical Skills	24	<input checked="" type="checkbox"/>
	Strategy	Business Acumen	5	<input checked="" type="checkbox"/>
		Innovation Management	28	<input type="checkbox"/>
		Strategic Agility	58	<input type="checkbox"/>
		Dealing with Ambiguity	2	<input checked="" type="checkbox"/>