



Account Manager, Specialty Coffee - Germany

Based at: Hamburg Office - Germany

Reports to: Europe Trading Manager

Start Date: February 2023

Job type: Full-Time Salaried with Commission and Benefits

Job Summary: To grow Ally's sales of green coffee and importation services to roasters. To provide ongoing client support that provides value for clients and builds loyalty.

Dimensions: Manage and expand existing accounts; Develop new accounts; Complete administrative tasks; Collaborate with staff and represent Ally at industry events.

Key Responsibilities and Accountabilities:

1. Manage Existing Accounts
 - 1.1. Service existing accounts and facilitate each client's experience with accounting and logistics departments.
 - 1.2. Learn about the client to be able to provide better product recommendations, and better service.
 - 1.3. Submit releases and information via Salesforce@.
 - 1.4. Communicate with the supervisor on activities, such as weekly work plans, and monthly and annual travel plans and personal sales goals.
 - 1.5. Facilitate good partners through active management of AR for existing accounts.
 - 1.6. Maintain awareness of current marketplace information on pricing, products, competitors, new products, delivery schedules, merchandising techniques, etc. and communicate information to other team members.
 - 1.7. Maintain active engagement in Ally's coffees in terms of quality and origin information.
 - 1.8. Resolve client needs by investigating problems and implementing solutions; provide recommendations and perspective so the team can grow and improve.
 - 1.9. Maintain professional and technical knowledge and networks.
 - 1.10. Connect clients to producers and products through sampling and travel on buying trips as well as accurate communication about Ally's importation services and exporter network.
 - 1.11. Maintain active engagement with clients through timely communication, video calls, and in-person meetings when appropriate
2. Develop new Accounts.
 - 2.1. Identify leads and cultivate relationships based on shared values.
 - 2.2. Respond promptly (within 24 hours) to active inquiries from prospective clients.
 - 2.3. Organize events, participate in events with prospective clients.
 - 2.4. Promote awareness of Ally's values, products, and services among roasters through network, calls, and industry events
 - 2.5. Connect roasters to producers: facilitate shared success through clear and detailed expectations about roles, contracting, pricing, timing, and other details.
3. Administrative Tasks
 - 3.1. Maintain records in all company platforms.
 - 3.2. Keep the calendar accurate.
 - 3.3. Stay organized and report expenses in a timely manner.
 - 3.4. Respond to internal and external communications in a timely manner.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Outstanding written communication skills
- Positive customer support behaviors
- Self-motivated, self-directed, and problem-solving attitude
- Good judgment and ability to collaborate or request assistance when needed
- Ability to make sound decisions without supervision
- Very well organized
- Technological background - comfortable adapting to new office tools and equipment
- Passionate about specialty coffee
- Excited to be part of a growing team and advancing company goals
- Active network among coffee roasters within the region
- Preferred experience working within a roasting company

Send your CV to samuel@allycoffee.com

Applications must be made in English.