



Account Manager

Location: Remote position (Malaysia only)

Employment type: Full-time salaried

Join our Asia Pacific Sales team at **Ally Coffee** and be part of a mission to ignite growth and foster loyalty in the coffee industry. If you're passionate about green coffee, excel at building lasting client relationships, and thrive in a dynamic, collaborative environment, we want you on our team!

As an **Account Manager**, your mission is clear: drive sales of green coffee to roasters in Asia. Beyond transactions, your role is about cultivating meaningful connections, understanding client needs, and delivering exceptional service. Manage and expand existing accounts, develop new relationships, collaborate with colleagues, and represent Ally at industry events. If you're ready to make an impact and help us achieve our goals, apply now and become part of our team!

What You'll Be Doing:

1. Manage Existing Accounts:

- Service existing accounts, ensuring seamless interactions with accounting and logistics departments.
- Conduct in-depth client research to enhance product recommendations and service quality.
- Utilize *Salesforce*® to submit releases and essential information promptly.
- Collaborate with the supervisor, providing updates on weekly plans, monthly travel schedules, and personal sales goals.
- Actively manage Accounts Receivable for existing partners, fostering strong relationships.
- Stay informed about market trends, pricing, competitors, and new products; share relevant information with the team.
- Engage actively with Ally's coffees, focusing on quality and origin details.
- Investigate client issues, implement effective solutions, and provide valuable perspectives for team growth.
- Maintain professional networks, staying updated on industry advancements.
- Facilitate connections between clients, producers, and products through strategic sampling, buying trips, and precise communication about Ally's services.

2. Develop New Accounts:

- Identify potential leads and nurture relationships grounded in shared values.
- Respond promptly to inquiries from prospective clients, ensuring a next-business-day response.
- Organize and participate in events to enhance brand awareness among potential clients.
- Promote Ally's values, products, and services through networking, calls, and industry events.
- Facilitate connections between roasters and producers, ensuring clear expectations about roles, contracts, pricing, and timing.

3. Administrative Tasks:

- Maintain meticulous records across company platforms.
- Keep your calendar up-to-date and organized.
- Ensure organized expense reporting in a timely manner.

**What You'll Need:**

- Verbal and written communication skills, embodying positive customer support behaviors.
- A self-driven, problem-solving attitude, demonstrating good judgment and collaborative spirit.
- Organization and ability to make sound decisions independently.
- Comfortable adapting to new office tools and equipment.
- Thrilled to be part of a growing team, working toward advancing company goals.
- A genuine excitement for specialty coffee and the industry's growth.

What We Offer:

- Our compensation structure is a base plus variable, to be determined by experience. The compensation range is MYR 62,476 – MYR 139,152 per year, where the base constitutes 57% - 73% of the outlined range, and the variable portion is determined by achieving sales targets.
- An additional yearly bonus based on the company's achievement of its financial and qualitative goals.
- 20 days of Paid Time Off.
- Laptop.
- Travel budget.

Be part of a company where passion fuels progress, and every cup tells a story of ethical sourcing, quality, and innovation.

Apply now by sending a brief cover letter and resume to carol@allycoffee.com and tercio@allycoffee.com with the subject line "Account Manager Malaysia – [Your Name]."

Who We Are:

Founded in 2013, **Ally Coffee** is part of the Montesanto Tavares group, which has over 50 years of tradition in the coffee industry. We connect roasters with premium coffees through sustainable partnerships, fostering an environment where innovation and ethics thrive.

Here, we're not just a business; we're a family. We see change as an opportunity for innovation and progress. Our culture thrives on teamwork, where diverse perspectives enrich our solutions and inspire creativity.

Inclusivity & Diversity:

At Ally Coffee, we're committed to fostering an inclusive and dynamic work environment that celebrates diversity in all its forms. Our culture thrives on collaboration and the belief that everyone, from every background, has unique insights and experiences to contribute. We embrace the richness of diverse perspectives as the cornerstone of innovation and growth, enabling us to move coffee forward together. Join us in building a global community where your authentic self is not only welcomed but is a vital part of our shared journey toward creating sustainable and meaningful impact in the coffee world.