

Active Motif, SA - Key Account Manager / Germany

Job Title: Key Account Manager – Epigenetics / Gene Regulation (Germany)

Location: Germany

Department: Commercial Operations

Reports To: General Manager Europe

Active Motif is the industry leader in developing and delivering innovative tools to enable epigenetics and gene regulation research. We are committed to providing the highest quality products and superior service & support to serve the life science, clinical and pharmaceutical/drug discovery communities.

Job Summary:

The Key Account Manager (KAM) is responsible for maintaining and expanding relationships with strategically important large customers. The KAM is responsible for achieving sales targets and assigned strategic account and territory objectives. The KAM represents the entire range of company products, services, and capital equipment to assigned customers while leading the customer account planning cycle and ensuring that assigned customers' needs and expectations are met by Active Motif.

Key Responsibilities:

- **Account Management:**
 - Develop a solid and trusting relationship between major key clients and the company.
 - Resolve key client issues and complaints.
 - Develop a complete understanding of key account needs.
 - Anticipate key account changes and improvements.
- **Sales and Business Development:**
 - Meet all key client needs and deliverables according to proposed timelines.
 - Develop and execute strategic plans to achieve sales targets and expand our customer base.
- **Customer Relationship Management:**
 - Communicate with clients to understand their needs and explain product/service value.
 - Ensure the correct products and services are delivered to customers in a timely manner.
 - Serve as the link of communication between key customers and internal teams.
- **Market and Product Knowledge:**
 - Gain in-depth knowledge in Epigenetics, NGS and Bio-informatics field, including industry trends and competitive landscape.
 - Stay up-to-date with new product/services launches
- **Reporting and Analysis:**
 - Track and report key account metrics.
 - Prepare regular reports of progress and forecasts using key account metrics.

Qualifications:

- **Education:**

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- Master's or higher degree in Biological Sciences (a PhD and epigenetic background is a plus).
- **Experience:**
 - Proven experience as a Key Account Manager, Sales Account Manager, or relevant role in the life sciences sector.
 - 3 or more Years laboratory sales experience in the life science industry. (A good knowledge of drug discovery or screening labs is a plus)
 - Strong communication and presentation skills
 - Experience in delivering client-focused solutions based on customer needs.
- **Skills:**
 - Excellent communication and interpersonal skills with an aptitude for building strong client relationships.
 - Strong negotiation and problem-solving skills.
 - Ability to manage multiple projects at a time while paying strict attention to detail.
 - Proficient in CRM software and Microsoft Office Suite.
- **Personal Attributes:**
 - Strategic thinker with strong business acumen.
 - High level of organizational skills and ability to prioritize tasks.
 - Self-motivated and able to thrive in a results-driven environment.

Key Performance Indicators (KPIs):

- Achievement of sales targets and growth objectives.
- Customer satisfaction and retention rates.
- Number of new key accounts acquired.
- Quality and timeliness of reporting and forecasting.

Work Environment:

- Office-based with frequent travel to client locations. (up to 75% of required travel)
- Dynamic and fast-paced industry requiring quick adaptation to changes.

Compensation:

- Competitive salary with performance-based incentives.

Application Process:

Interested candidates should submit their resume and cover letter to suaud@activemotif.com