



Goga Logistics d.o.o.

Logistics Account Executive

Position: Logistics Account Executive

Location: Sarajevo

Responsibilities:

As a Key Account Manager your primary focus is to establish trust with your customer accounts, ensuring that our company holds a top position in their capacity search priorities. Building personal relationships that can turn significant challenges into minor issues is essential. Manage customer quotes, capacity communication, and ensuring customer reps are quickly and accurately setting pick-up and delivery appts.

Facilitate referrals both within and outside the organization to fuel continuous growth with new accounts. Conduct regular performance review meetings and maintain open communication with capacity teams to ensure ongoing customer satisfaction. Additionally, we value your feedback as we seek ways to enhance our effectiveness.

- Relationship Building: Cultivate and strengthen relationships with key clients, fostering a high level of customer satisfaction.
- Strategic Thinking: Demonstrate the ability to think strategically to develop and execute plans for account growth.
- Prospecting and Profitability: Strategically prospect and determine the best approaches for creating and maintaining profitable activity, whether within existing, recently acquired, or potential key accounts.
- Engagement with Complex Accounts: Ability to engage large and complex accounts at all levels, including the C-suite.
- Opportunity Development: Develop, document, and present win-win opportunities to clients.
- Collaboration: Effectively collaborate with and assist capacity teams in client communication when necessary.
- Teamwork: Maintain a collaborative approach across regional leadership, teams, and functions to foster sales growth, budget adherence, and cost efficiency.
- Issue Resolution: Provide timely responses to and troubleshooting for ongoing situations that may impact the customer's success with our company.
- Alignment with Strategic Goals: Align ongoing key account efforts with our companies strategic goals and priorities.
- Strategic Planning: Utilize an enterprise CRM tool (e.g., Monday) to develop and manage detailed strategic plans for all assigned key accounts and prospects.
- Performance Reporting: Report and monitor weekly/monthly sales and profit results; compile

customer business reporting as required.

- Forecasting and Planning: Participate in monthly forecasting and planning to support optimum operational efficiency.
- Supply Chain Expertise: Collaborate with procurement, finance, and sales leaders to understand and navigate the supply chain for solutions, ensuring accurate presentation and pricing in response to RFPs.

Lokacija: Sarajevo

Datum objave: 30. Dec 2024.

Datum isteka: 29. Jan 2025.