

**KEY ACCOUNT DIRECTOR
HIRT & CARTER
DURBAN**

CORE PURPOSE OF THE JOB:

The Key Account Director is responsible for managing and nurturing high-value, strategic accounts within the creative print industry. This role involves overseeing the full client journey, from understanding their business needs and print requirements to ensuring the timely and high-quality delivery of products and services. The incumbent will lead client relationships, drive revenue growth, and maintain high levels of satisfaction while supporting the creative team in bringing innovative print solutions to life.

KEY PERFORMANCE AREAS:

- Develop strategies to acquire new clients or expand business within existing accounts, leading to an increase in overall account portfolio value
- Drive revenue and profitability by cross-selling and upselling print solutions and services
- Prepare and present plans to achieve Key Account sales objectives by producing effective sales proposals
- Develop a deep understanding of clients' business models, objectives, and challenges to provide tailored print solutions
- Oversee the successful delivery of print projects from inception to completion, ensuring timelines, budgets, and quality standards are met
- Ensure that accounts remain within budget by effectively managing the cost and resources associated with client projects
- Prepare and present strategic proposals, print solutions, and creative concepts to clients and prospective clients
- Provide accurate reports to management as and when required

QUALIFICATIONS / EXPERIENCE:

- Relevant tertiary qualification with at least 8 to 10 years' experience within a sales driven environment
- Proven experience in account management, preferably within the print or creative services industry
- Strong understanding of print production processes, creative design, and digital printing technologies
- Knowledge of plant capability and machine specifications

BEHAVIOURS & ATTRIBUTES:

- Strategic mindset with a focus on client satisfaction, business growth, and operational efficiency
- Strong leadership abilities with a focus on team development and motivation
- Creative, innovative, and forward-thinking
- A problem-solver with strong analytical and decision-making skills

The advert has minimum requirements listed.
Management reserves the right to use additional / relevant information as criteria.

Email: careers@hc.co.za

Closing date for applications is Wednesday, 16th April 2025