



Our client is a leading freight logistics service provider that plans, implements and operates complex supply chain solutions on a national, regional and global scale on behalf of medium to large corporate firms. This role executes the organization's global and regional sector strategy. Manages relationships with the largest customers (as the customer point of contact); it wins, retains and develops Strategic Customers; and it plans and manages key accounts relationships.

Director, Business Development & Key Account Management

Responsibilities include

- Manage relationships of key customers and prospects in target sectors (serves as primary contact for the key customers);
- Seeks and prospects for new large corporates to win new customers;
- Ensures that activities are aligned with global/regional sector strategy;
- Delivers the regional and/or country customer budget by maintaining a healthy pipeline, good contractual performance and proactive thinking;
- Works on regional customer initiatives and implements global customer business plan;
- Collects relevant customer and market intelligence information for the RFP/RFQ to submit winning bids;
- Prepares documents for customer implementation in order to ensure proper operational SLA's & SOP's and implementation to meet customer expectations;
- Develop and maintain strong existing customer relations and loyalty through ensuring customer satisfaction;
- Liaise with customer services team or overseas offices to ensure service reliability via excellent support and solidify customer relationship to achieve business growth;
- Build revenue streams with current customers and evaluate opportunities to increase the relationship through networking, face to face visits, problem solving and administrative follow-up;
- Leverage knowledge of global logistics industry to help businesses improve relationships with key multinational customers;
- Uncover opportunities for new business by cultivating leads and utilizing built network;
- Build strong relationships with influential stakeholders within the customer organizations; and
- Maintain a high-level of customer service with existing customers and leverage relationships to expand business.

Qualifications

- A degree in related discipline.
- At least 8 years of logistics industry experience preferred.
- Strong account management and relationship building skills.
- Experience of managing major multinational accounts at corporate level
- Previous experience working in a senior business development role for a similar company.
- Proven track record of generating new business and achieving revenue growth.

If you believe you can clearly demonstrate your ability to meet the relevant criteria for the role above, please submit your application including, copies of your academic and professional certificates, testimonials and your curriculum vitae, including, (among others) details of your current position, current remuneration, e-mail and telephone contacts of three referees (3) familiar with your qualifications and work experience. To be considered, your application must be received not later than Friday, 16 January 2018, addressed to:

**The Director,
Executive Selection Division Deloitte Consulting Limited
Deloitte Place, Waiyaki Way - Westlands, P.O Box 40092 - GPO 00100,
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Only shortlisted candidates will be contacted.

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