

## Major Customer Manager

**Location:** Shenzhen/Guangzhou

**Starting date:** ASAP

**Profile:** Local

### Key Responsibilities:

- **Key Account Operations & Development:** Responsible for end-to-end management of key accounts in large-scale supermarkets in South China (Shenzhen or Guangzhou), including daily communication, relationship maintenance, and in-depth cooperation with existing supermarket key accounts, as well as the development, negotiation, and signing of new high-quality large supermarket accounts within the region, to solidify and expand market share.
- **Business Coordination & Execution:** Liaise with core departments such as the supermarket procurement and operations teams to precisely align on product requirements, supply plans, promotional activities, and settlement of payment terms. Coordinate with factory production, logistics, and warehousing to ensure timely and sufficient product supply, resolve issues related to delivery, after-sales service, and quality control, thereby enhancing customer satisfaction.
- **Sales Target Achievement:** Formulate sales plans and performance goals for supermarket key accounts in South China based on the company's overall sales strategy. Break down tasks and execute them, follow up on order collections, meet annual, quarterly, and monthly sales targets, and increase customer repurchase rates and sales volume per product.
- **Market Research & Analysis:** Conduct research on the bakery food market trends, competitor activities, and supermarket channel demands in South China. Gather customer feedback, optimize sales strategies based on market changes, and provide effective recommendations for product development, pricing, and marketing.
- **Cross-Departmental Collaboration:** Coordinate with the company's production, quality control, finance, and logistics departments to manage key account collaborations, ensure a smooth supply chain, handle various emergent issues, and uphold the company's brand image and customer reputation.
- **Contract & File Management:** Responsible for drafting, reviewing, signing, and archiving key account cooperation contracts. Organize client information, sales data, and transaction records, and perform data analysis and reporting.

### Qualifications:

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- Education: Bachelor's degree or above, preferably in Marketing, Business Management, Food Science, or related fields.
- Experience: At least 5 years of experience in key account sales and operations. Must have experience liaising with large-scale supermarket key accounts and be familiar with supermarket supply processes, payment term rules, and procurement systems. Experience in the bakery food industry or FMCG sector is preferred.
- Market Coverage: Deeply rooted in the South China market, familiar with supermarket channel resources in Shenzhen, Guangzhou, and surrounding areas, and knowledgeable about local market conditions. Candidates with existing supermarket client resources are preferred.
- Language: Chinese native speaker, proficiency in English or French, with fluent listening, speaking, reading, and writing skills, capable of handling business communication, document translation, and communication with overseas clients in the respective language.
- Competencies: Excellent skills in business negotiation, client relationship management, and market development. Strong communication and coordination abilities, outstanding resilience under pressure, and a strong sense of goal-orientation and responsibility.
- Professionalism: High integrity, honesty, and pragmatism. Familiar with relevant regulations in the food industry, aligned with the company's corporate culture, and able to adapt to business travel.

**Application:**

Please send your Chinese and English CV and cover letter to

[Bj-hr@ccifc.org](mailto:Bj-hr@ccifc.org)

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