

Job Title: Key Account Manager

Employee Classification: Full-Time, Salary, Day Shift

Position Type: Hybrid – In office and remote

Location: Kitchener, Ontario

Start Date: Immediate

Reporting To: Director of Sales and Marketing

We are looking for people who have a positive attitude, willingness to learn and enjoy a stimulating and fast-paced environment. We offer training onsite with opportunities for growth in a culturally inclusive atmosphere. Cober is a family owned business operating over 107 years and has expanded to three locations in Ontario with more than 180 employees. We are one of Canada's largest commercial printers and ship over 2 million orders a month! We are proud of our technical innovations and are constantly investing in our manufacturing capabilities.

Why Choose Cober?

- Eligible for comprehensive Family Health Care after 90 days
- Vision & Dental coverage
- Stable secure employment
- Overtime available
- Referral bonus program
- Lunches, contests and fun events hosted by our Culture Club

Job Summary:

The Key Account Manager is responsible for managing key account client interactions, is the primary driver of revenue within their existing relationships and a lifeline for growth. The KAM will work with our client's leadership teams and partner managers to support market growth and ensure the big picture is always in sight. The KAM works to introduce new products and go to market, talk strategy, outline projections and forecasts, and liaise with internal teams to find creative solutions to strengthen partnerships while supporting the company's workflows. The KAM will prioritize solid communication and client satisfaction above all else, are proactive not reactive, and continue to build out existing partnerships and support their growth.

Duties and Responsibilities:

- Source, locate and pursue options for sales growth potential with existing clients tailored to their specific vertical needs, market placement and primary growth identifiers.
- Facilitate a smooth transition from sales or other departments (e.g. Project Management) ensuring clients are always clear on point of contact for future workflows.
- Collaborate with clients on products and services, offering creative solutions to problems and new go to market strategies.



- Liaise with internal departments (finance, manufacturing, technology) to find innovative opportunities with tangible value.
- Work with partners to establish market goals, and growth strategy - both short term and long term.
- Assign quality issues, system concerns, forecast, inventory volumes, new product additions and all shipping requirements for clients to appropriate support staff for ongoing support.
- Review ongoing relationship agreements and contracts with clients, ensuring all contractual details are being upheld, conduct regular internal and external reviews and ensure Cober is accountable for supporting the relationship.

Qualifications and Skills:

- Experience and knowledge in Sales and Marketing processes and strategies.
- Willingness to continuously learn and update knowledge of company processes, workflows, technologies and software.
- Identifying opportunities for internal process refinement and implementing ideas to streamline.
- Approachable, confident and charismatic with strong interpersonal skills.
- Strong technical skills including Microsoft Suite (Excel, Word, PowerPoint), G-Suite, Tharstern and Hubspot.
- Highly developed problem-solving skills. Able to find creative solutions for a diverse set of clients within your portfolio.
- Superb communication skills in both written and verbal forms.
- Proven consultative sales solution skills, including the ability to articulate a clear, concise, return on investment value statement.

Our Mantra - Stay Humble, Work Hard, Be Kind. Sound like you?

Cober Printing Limited is an equal opportunity employer and committed to providing an inclusive, diverse and barrier-free work environment. Through a diverse and inclusive workforce we aim to combat inequity and have a positive impact both with our staff and our community, beginning with our hiring process. If, at any time during the evaluation process, you require accommodation, please use the contact information to make arrangements for specialized accommodation. Any information received regarding accommodation will be kept confidential.

We thank all applicants for their interest in Cober however, only candidates selected for further consideration will be contacted.

