



Account Manager/Inside Sales

Are you very customer oriented? Then be sure to look further!

Who are we?

CMA CGM Belgium offers the opportunity to be part of one of the world leaders in shipping. We pursue maritime development, design logistics solutions. We act for a more respectful development of our planet and of every human being. In addition, we support all our employees and participate in the process of innovation and digitization. We are looking for creative, dynamic and daring individuals to help us develop innovative and high-quality transport solutions for our customers. We are aware of our role in sustainable development. We are committed to shaping the future in a responsible and sustainable way.

Mission:

Develop and manage a customer portfolio in accordance with Agency Business Plan Management, sell products and services related to it, while promoting Group image and values.

The overall goal is to grow the business, improve the customer experience and increase the loyalty factor of the specific group of IFF's (International Freight Forwarders) by building strong relationships with them and providing a great service.

Jobdescription Account manager/ Inside sales?

Account Management

- Overall result responsibility for a portfolio of IFF's accounts. This applies for all trades and for export, import and cross trade
- You reach potential and existing customers directly by phone (or other e-sales channels) & face to face meeting to encourage them to buy company's offers
- Plan and conduct phone calls in accordance with commercial plan, customer segmentation model and overall trade objectives
- Set sales targets for each customer and coordinate this with Trade Management
- Provide short term and long term sales forecast for portfolio

- Agree upon customer allocation needs and coordinate this with Trade Management
- Follow up on sales leads. Identify the commercial market opportunities and develop new business
- Ensure that each account have competitive rates on file at all times and that all agreed rates are filed correctly in Lara / relevant systems
- Submission of quotes and mini-bids/tenders
- Update sales tool kit
- Customer problem solving
- Open communication and strong interaction with Trade Teams (HO/Local) as well as with Sales Support Team

Performance Monitoring & Reporting

- Ensure update of commercial data in the information system
- Monitor and follow up on customers performance by using data analytics.
- Create high quality sales visit & call reports and file them in CRM
- Identify customer's volume potential and update this in Lisa MID
- Report results, developments and sales activities on a regular basis to Sales Management

Meetings

- Sales meetings and sales/trade meetings
- Selectively participate in calls/meetings with IFF desk (Trade Management in HO Marseille)
- Participate in commercial events and develop a professional network within her/his commercial area
- 1:1 Meetings with Manager GA/IFF
- Attendance of trade fairs and maritime conferences

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Dare in order
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BOLDNESS
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IMAGINATION
Adapt to always be
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INTEGRITY
To maintain the
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Your profile

You hold a bachelor's or master's degree in logistics or economics/Portilog course. You have general knowledge of the maritime sector (Container logistics) is a requirement. You have an active knowledge of English. French is a surplus. You are administratively strong and accurate. You have a proactive attitude and can set the necessary priorities. Smooth communication with internal and external partners. You are result-oriented and customer-oriented in your approach. You show a strong team spirit

Our offer

You will end up in a dynamic environment where teamwork is a key word. An open and honest working atmosphere. At CMA CGM you enjoy an attractive salary and a nice number of fringe benefits, including meal vouchers, group and hospitalization insurance. At CMA CGM you can grow together with the company. That is why you can count on internal training to support your further career within CMA CGM Group.

We support sustainable ways to come to work.

- Located at Antwerp Luchtbal station/stop, we are easy accessible by public transport.
- The option of bicycle leasing and/or a bicycle allowance complete our mobility picture.

Please contact us: ant.hrm@cma-cgm.com – 03 212 24 21

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