

Head of Key Account Management - German OEMs

ROLE OVERVIEW:

The Head of Key Account Management (KAM) for German OEMs and OEMs with European HQs in Germany will be responsible for managing key accounts (KA) assigned to them across all regions, as well as developing and deepening relationships with these accounts to cultivate new and existing business.

KEY RESPONSIBILITIES:

- Being responsible for and acting as the primary interface to the customer
- Defining and implementing the European account plan and strategy
- Leading the German OEMs and new OEMs, Electric Vehicles (EV) with HQs in Germany to achieve sustainable profitable growth, grow supply share and improve customer satisfaction among other KPIs
- Defining and implementing Pan-European standards, objectives and KPIs including Business Rules Management (BRM) and Service Levels (SL) for the KAs assigned to
- Having profit and loss (P&L) responsibility and other KPIs for European KAs
- Defining targets for regions and countries for the KAs assigned to
- Coordinating the orchestra of all functions and across all regions to create value for the customer and achieve the targets set
- Negotiating contracts with German OEMs and new OEMs (EV) with HQs in Germany on European level and guiding KAMs in the regions with contract negotiations
- Managing KAMs and resolving any KAM conflicts within the regions
- Embedding and embracing LKQ Europe's cultures and values as we move towards one company with shared visions and goals.

KEY DETAILS:

Permanent/Interim: Permanent

Location: Germany

Reporting to: Head of European Key Account Management

Apply to: recruiting@lkqeuropa.com

KEY STAKEHOLDERS:

- European and Regional Customer Channel & Sales Excellence Lead
- European and Regional Channel Management and KAM/Sales teams
- Pricing
- Marketing
- Product Management
- Finance
- Logistics
- Strategy & Innovation.

KEY AND DESIRED SKILLS:

- Significant experience in B2B sales and KAM across countries/regions, KAM experience for OEMs is a plus
- Deep understanding of market, trends, drivers and opportunities in the LKQ portfolio
- Existing network in OEM/automotive industries is a plus
- Ability to define and implement industry best practice standards for KAM
- Experience in new business development and generating sustainable growth with existing accounts
- Ability to lead in a matrix organization and to actively lead KAM/Sales teams across regions and countries
- Strong record of business development and achieving sustainable profitable growth
- Strong customer mindset and ability to develop deep relationships with key partners
- Significant large account management experience
- Experience in contract negotiations, tenders etc.
- Ability to influence matrix reports and other region/country Stakeholders
- Strong coaching skills
- Experience in leading cross functional teams/ organizations and coordinating cross functional activities
- Ability to connect and interact with the customer on all levels from management to operations
- Ability to converse fluent in English and German.