

# Ball & Doggett

## Internal Key Account Manager

Braeside, Victoria

**Ball & Doggett** is Australia's largest distributor of paper, packaging, plastics, inks and wide format media to the graphics and communication industry. With over 100 years' of experience and distribution facilities across Australia and New Zealand, we pride ourselves on generating a supportive business culture and living our company values. Japan Pulp & Paper (OVOL) is Ball & Doggett's parent company, and has a slogan of "Paper and Beyond", which signals a strong appetite for continued growth and diversification. With its Head Office in Tokyo, OVOL has operations in 23 countries and 62 cities. It has a consolidated revenue of approx JPY 500 billion, 3,700 employees, and more than four million tonnes of product per annum.

Ball & Doggett (B&D), is an industry leader in the "Paper" industry and are investing into the future through the creation of this new position within our Labels and Packaging Division.

This new role is an exciting opportunity for an experienced Internal Key Account Manager / Customer Service / Sales professional to join the B&D team as we continue our journey in delivering quality experiences to our clients. You are the "face" to a number of key clients where you will develop an understanding of their requirements, potential orders, secure and then process orders through to ensuring a satisfied customer.

Reporting to the Customer Service Manager and working closely with the National "Segment" Manager(s), you will be responsible for building relationships with the division's major accounts and through these relationships, champion their orders from concept to order delivery and everything in-between.

### **Key Accountabilities and Responsibilities include:**

- Support the Customer Service Manager in the delivery of client service
- Support the National "segment" Managers with internal management of key accounts
- Providing ex-stock quotations as requested / required
- Process orders and requests in a timely manner
- Liaising with the customer service team, internal managers and production to ensure the delivery of orders
- Provide timely updates to clients regarding the status of orders
- Secure new sales opportunities with nominated key accounts

**The successful candidate will have:**

- A minimum of 5 years of Account Management, Internal sales / customer service experience
- “Paper / Printing” industry experience will be a definite advantage
- Well-developed communication skills
- A can do attitude
- A desire to progress your career with an industry leader

If this sounds like your ideal position then submit your application along with your current resume to [recruitment@ballanddoggett.com.au](mailto:recruitment@ballanddoggett.com.au)

Please note the successful candidate will be required to pass a National Police Check, pre-employment medical as well as a drug and alcohol assessment.

**Applications close on 15 May 2022**

While we appreciate all applications we receive, only candidates under consideration will be contacted.