

CRANE PAYMENT SOLUTIONS

JOB DESCRIPTION

Position Title: Senior Account Manager —Sales

Location: Salem, NH

CRANE CO. BACKGROUND

Crane Co. is a diversified manufacturer of highly engineered industrial products. Founded in 1855, Crane provides products and solutions to customers in the aerospace, electronics, hydrocarbon processing, petrochemical, chemical, power generation, automated merchandising, transportation and other markets. The Company has five business segments: Aerospace & Electronics, Fluid Handling, Engineered Materials, Merchandising Systems and Controls. Crane has approximately 11,000 employees in North America, South America, Europe, Asia and Australia. Crane Co. is traded on the New York Stock Exchange (NYSE:CR).

CRANE PAYMENT SOLUTIONS SUMMARY

Crane Payment Solutions is a business group within the Crane Merchandising Systems division under Crane Co. Crane Payment Solutions delivers a full suite of automated money handling systems, including bill and coin validators, bill and coin recyclers, and coin dispensing equipment aimed at the gaming, amusement, retail, self-service, transportation and vending markets. Crane Payment Solutions now offers the widest range of components for integrated payment systems available today. Crane Payment Solutions is a global business with engineering and manufacturing sites in Toronto, Canada, Salem, NH, US, Buxtehude, Germany, and Manchester, England. Additional engineering site is located in Kiev, Ukraine. The business has customers in all geographic regions with sales generated primarily through a global direct sales force.

POSITION SUMMARY

This is a new and highly complex business development position that is a combination of exceptional senior sales skills and complex account penetration. The BDM will be responsible for the execution of a combined sales & marketing strategy that drives the sale of Crane Payment Solutions products into the top Grocery & C-Store accounts. Primary focus will be on front counter applications, with the opportunity to expand into other related applications and sectors as the retail product offering grows. This person will play a pivotal role in development & expansion of corporate business relationships, building & implementing sales strategies for getting new Crane technologies specified by the corporate account as integral components of OEM solutions, and managing any forced channel partners assigned by the corporate account. This would include regular “voice of the customer” (VOC) visits to corporate & store locations, and coordination with the OEM field sales efforts.

This position will provide the leadership and sales expertise required to grow the current business and contribute to the business knowledge as Crane Payment Solutions develops new products for this business segment. Additionally, this position needs to be actively engaged in establishing the building blocks for a successful ISR campaign for certain C-Store accounts.

PRIMARY DUTIES & RESPONSIBILITIES

- Pivotal role in developing and managing the top Grocery & C-Store corporate accounts, with an emphasis on those accounts that make central purchasing decisions.
- Identify & close new opportunities at both the corporate and franchisee levels and working closely with the ISR manager to facilitate franchisee sales campaigns where applicable.
- Secure corporate approval and requirement inclusion of Crane components in retail solutions offered up by OEMs.
- Develop & implement action plans sufficient to achieve results.
- Cultivate and grow the sales funnel for targeted markets, with an emphasis on driving lab & pilot activity through all phases.
- Maintain on-going relationships with multiple management tiers throughout the grocery and convenience store organizations to insure smooth delivery of products/services and payment.
- Communicate customer requirements by working closely with marketing, engineering, service and production

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EXPERIENCE

- In depth experience in the grocery and convenience store retail market space, particularly in the areas of client management, sales, negotiation, and securing of technical approvals.
- Confident “win-win” negotiator with ability to close at a variety of organizational levels.
- Demonstrated ability to achieve sales/revenue objectives and apply strategic selling principles; proactive development of virgin or underperforming markets.
- Capable of hands on problem-solving, with the ability to generate ideas and solutions.
- A positive and determined approach to researching and analyzing new business opportunities.
- Ability to use own initiative and to pay close attention to detail.
- Demonstrated ability to manage multiple projects to achieve commitment and results.
- Experience and understanding of retail information technology (IT) platforms and retail cash management processes and procedures.
- Excellent communication skills in all forms including written, oral, email, telephone, and presentation.
- Excellent organizational and time management skills.
- A positive attitude to dealing with people.
- Bachelor Degree in Business or related major.
- Previous experience in dealing with large multinational corporate accounts in the retail industry would be a distinct advantage.

FUNCTIONAL COMPETENCIES REQUIRED

- Developing relationships with key individuals and “Corner Office” skills (managing executive level relationships).
- Ability to identify new business opportunities using relevant research tools, sector specific targeting, and cold calling.
- Confidence to present a tailored presentation to potential client team by effectively using a range of presentation skills i.e. body language, voice tone, etc.
- Ability to effectively use strategic development planning tools to deliver sales results against targets and KPI's.
- Ability to coordinate the sales process and liaise with multiple stakeholders at both the client and CPS organizations and provide the relevant teams with a summary of clients needs in order to appropriately assess & develop strategy recommendations.
- Making the business case investment in the strategic account and ensuring support from own executive team.
- Ensure support from and manage internal sales resources on applicable campaigns.
- Take responsibility for the experience the client has with the company.

PHYSICAL ENVIRONMENT/ WORKING CONDITIONS:

- Live interfacing with customers.
- Up to 50% travel.
- Capable of spending sufficient quality time in the office where the inside sales team is located.

METRICS:

- 100% achievement of sales targets
- 100% on time for weekly reports & SIOP forecasting
- 100% completion on monthly action plan & TTI updates