
VACANCY

Position title	Account Manager
Dept	Gauteng Region
Name of Direct Manager/Supervisor	Juan Landman
Key responsibilities	
<ol style="list-style-type: none">1. Manage customer relationship.2. Assist customers to improve sales or profitability.3. Support the customers regarding software requirements.4. Continuous training and development of customers to efficiently use our software.5. Be fully aware of the available machineries offered by MiTek.6. Assess each truss plant and identify manufacturing bottlenecks.7. Promote new or used machinery to fabricators based on the bottlenecks identified.8. Ensure all equipment users are trained to use our equipment correctly.9. Ensure licence, and supply agreements are in place, up to date and adhered to.10. Check quality of trusses against MiTek standards and report any problems to the customer.11. Installation and Customizing of software.12. Testing of software.13. Install updates and patches as and when required.14. Provide telephonic software support to customers.15. Log all reported bugs16. Submit feedback as part of report to customers on any problems logged.17. Continuous review and update of customers detail in CRM18. Any other general branch administrative duties	
Unique Factors (e.g. frequent travel, shifts, etc.)	
The incumbent will be required to work long hours (including driving), arrange, and provide Software Training, Marketing, Year-end Functions. S/He will also be expected to help the Customer on-site with detailed software queries (sometimes including minor programming knowledge) or factory queries/problems. Travelling to various provinces including sleep overs.	
Relevant Qualification & Experience required	

Qualification: <ul style="list-style-type: none"> • Business Management /Technical qualification Experience: <ul style="list-style-type: none"> • Must have a minimum of 5 years' experience in Roof Design and Truss manufacturing and or construction industry. • Usage of Pamir or 20/20 design package or equivalent. • Must have an aptitude for Customer Service. 	
Top Functional/Technical Competencies required	
a) Truss production knowledge b) Engineering background c) Excellent Customer Relations Skills	d) Business Acumen e) Computer Skills Usage f) Excellent Communication skills
Top Personal/Leadership Competencies required	
a) Ability to think on his/her feet b) Creative and innovative mind c) Emotional maturity d) Logical and reasoning skills for problem solving e) Time management, organization and administration skills are necessary f) Ability to work under pressure g) Assertiveness	

Interested applicants must submit their CV's and application form's to Elias.Monareng@mii.com on or before 23 November 2021.

Internal applicants will be given 1st preference