ArcelorMittal is the world’s leading steel and mining company. Guided by a philosophy to produce safe, sustainable steel, it is the leading supplier of quality steel products in all major markets including automotive, construction, household appliances and packaging.

ArcelorMittal is present in 60 countries and has an industrial footprint in 18 countries.

I. JOB DESCRIPTION

A) GENERAL
Job Title/Function: Key Account Manager (KAM)
Scope: ArcelorMittal Europe Flat Products

B) MAIN RESPONSIBILITIES/TASKS
List the main responsibilities/tasks: for each of the following domains.

Strategy and Marketing
Review and optimize the order book according to strategic requirements of the business

Product Policy and new development
Participate to the definition and promotion of new products and technologies for the customer

Service Policy and offer development
Orientate and validate tailor made service offer and challenge local Customer Services

Operational activities
Coordinate price/volume offering according to the pricing policy in order to achieve the ArcelorMittal Europe Flat Products objectives
Treat client inquiries and prepare – together with Client Technical Support, the technical specifications

Customer Steering
Monitor Key Account satisfaction follow-up. Share and analyze results and take the required action plans into the customer team.

Information Sharing (Governance Model)
Dispatch all necessary information about the customer and the market at the pertinent level in the ArcelorMittal Europe Flat Products organization

Performance Management
Take the responsibility to follow-up client financial account and credit limits

Manage and monitor working capital (stocks and overdues)
II. REQUIREMENTS

A) EDUCATION & JOB PROFILE

Min. level of education and/or experience Economics, Marketing, Technical engineer or equivalent University Degree.

The English language fluently by wording & writing (FCE Cambridge certificate - the advantage)

SAP, MS Outlook and other SWs

Driving license B

Time availability for frequent business trips

The KAM should have commercial attitude, be an effective communicator, an experienced and diplomatic person, analytical and challenging the status quo, with undoubted organizational skills and a team player with the personal conviction to set the tone and lead from the front.

B) EXPERIENCE

What is the minimum job-related experience required for someone to enter this job?

Minimum 5 years