



Job Vacancy:
Key Account Manager



The Coffee Quest: Key Account Manager



The Company

The Coffee Quest is a young, ambitious and social, raw coffee company. Our team of around 50 coffee professionals works in 4 country offices; Colombia, Brazil, The Netherlands and The USA. We value Transparency, Collaboration and Quality and our goal is to add value to coffee and make it into a sustainable and profitable business for farmers and roasters alike.

The Coffee Quest
Nieuwendammerdijk 526P
1023 BX Amsterdam
www.thecoffeequest.com



"We are scaling up – and reaching out!"

What we do, and how we do it.

Together with our suppliers in 10 different origins we represent the work of over 10.000 farming families. We buy their coffee at a premium, and incentivize production of higher quality for which we pay a higher price. We bring their coffee to market with the added value of knowledge and insight, amazing visual material and digital content. We provide easy access to a wide array of specialty coffees to roasters in Europe and the US, and work hand in hand with our key accounts in planning their green coffee requirements. We invest our profits back into the producers with our impact programs, to build a future-proof, sustainable coffee chain.

Your Quest; Key Account Manager – Europe

Over the years, we have been lucky to work with some of the best specialty roasteries in Europe. They work with us because our values match, and our coffee and service fits their needs.

However, it's time to up our game, and therefore we are looking for you!

As a key account manager, your primary responsibility is customer happiness.

You maintain the relationship with our long standing top clientele, explore and realize the potential for added value for; the client, the farmer and The Coffee Quest. You take an proactive and methodical approach to you work, which your experience in the field of key-account management enables you to do.

Your in-depth knowledge of the roasted coffee business enables you to be empathetic with our clients' interests. By understanding their position and anticipating changes in the market, you tailor the relationship for a long-term win – win. Your experience with the product, makes you a valuable source of knowledge to our clients. Your passion and taste for quality, elevates the clients' confidence in our product and you help them to get the best possible results for their use.

You assist our Business Developer who manages first-time, and return clients up to a turnover limit, with you specialized knowledge and understanding of quality. Once these accounts mature, you will take over responsibility from

the Business Developer. Your team is headed by a Sales Manager, who guides you to achieve your goals and KPI's.

In this job, you are encouraged to develop your off-the-job, coffee-related passions. We provide you with additional training, and a platform from which to experiment. Obviously, in this job you will travel frequently within Europe, as well as the occasional trip to origin together with our clients.

Your skills and experiences

Skills:

- College or university-level degree.
- Fluency in English is required. Additional European languages are a plus.
- CRM systems; you feel at home in a CRM system, surrounded by orders, contract, etc.
- An affinity with numbers.
- You are a skilled coffee professional. Q-graders or trained individuals are a plus.

Experience:

- Sales and key account management experience in the broader specialty coffee industry.
- Experience with roasted coffee sales; you understand our clients in-depth.
- An active network in the specialty coffee industry is a plus.
- Experience in origin is preferred. Willingness to travel is a must.

Personal traits we look for:

- Empathy: The ability to understand our clients' perspectives
- Curiosity: The tendency to identify, question and pursue answers.
- Listening:
- Closure: The ability to know when to hang on and when to let go.

We offer:

- A commercial position, within a young company with global activities and ambitions.
- A fun working environment in our collective hub: Amsterdam Roasters.
- The potential to grow and develop yourself in between origin and destination.
- Company laptop, telecom and travel.
- A competitive compensation package.

How to apply:

Please submit a resume and cover letter to HR@thecoffeequest.com before 31-12-2021