

About H+K

Founded in 1975, H+K International is a leading global supplier of stainless-steel kitchen equipment to the foodservice industry with a long-established reputation for quality products, precision manufacturing, and exceptional customer service. H+K delivers flexible, value-driven restaurant equipment solutions to major customers in North America, Latin America, Europe, Australia, and Asia.

Summary

This role serves as a liaison between H+K and established customer brands to continue developing the relationship after H+K has been approved as an authorized KES. The employee will serve as a point of contact for internal communication with the brand and with their Project Manager and Project Administrator Team. Consistent collaboration with internal and external sales teams to ensure management, planning, and coordination of projects to the highest standard is required. Communication of brand expectations and equipment/prototype changes to internal and external team is needed. A successful Account Manager is detailed-oriented, well organized, diligent with research, resourceful, observant, highly productive, creative thinkers, and a problem solver. This position reports to the Director of Strategic Accounts and may require occasional travel.

Essential Functions

- Manage accounts by representing your team externally with the brand and internally by working with direct reports and supporting positions.
- Serve as the lead point of contact for all customer account management matters.
- Establish and build strong working relationships with business leaders at all levels within the brand.
- Manage day-to-day brand communication and ongoing relationships as it relates to current, new, and upcoming projects.
- Collaborate with brand's sales team to identify and grow opportunities in manufacturing.
- Assist with challenging requests or issue escalations as needed.
- As necessary, visit brand corporate office, attend trade shows, and other industry events to capitalize on networking and relationship-building opportunities.
- Forecast and track key account metrics.
- Prepare reports on account status.
- Maintain internal management reporting.
- Manage and coach internal sales team.
- Ability to contribute in a fast-paced environment internally and externally consistently and positively.
- Creative thinking and problem-solving aptitude
- Strong written, phone, and presentation skills
- Professionalism in appearance and mannerisms



H+K INTERNATIONAL

Job Description Account Manager

Education, Experience, and Knowledge Requirements

5 years of management/account management or related experience (with QSR industry preferred) and training; or equivalent combination of education and experience.