

**MARKET MANAGER – BELGIUM/NETHERLANDS**  
**Home based with frequent travel around Belgium/Netherlands and UK**

Do you want to be part of a team with a Collaborative, creative, and inspiring working environment?  
Then read on

**Who are we?**

H&K is a global international business that designs, manufactures and supplies commercial kitchen equipment. It is a leading supplier of kitchen equipment to The McDonald's Corporation. Other important customers include Burger King, Subway, KFC, among others. Established in Europe in 1975, the company works closely with its clients to support their global expansion. Currently supplying to more than 30 countries, manufacturing plants are based in the USA, Mexico, and The United Kingdom. The group's headquarters are based in Dublin with the European plant and distribution centre based in Rugby UK.

**Who are we looking for?**

Are you an Experienced Market Manager or someone who is at the start of their career that prides yourself on your ability to show results? Here at H+K Europe, we are looking for a Market Manager in Belgium/Netherlands.

The successful candidate will be responsible for managing and providing leadership of the Belgium and Netherland's McDonald's accounts. The role will involve being the main point of contact between the customer and H+K, performing with a high level of autonomy regarding the day-to-day operation of the customer accounts.

The successful candidate will be required to travel and manage workloads during this time.

Candidate must be customer focused, flexible, have the ability to organise workload, be proactive and project manage high value orders. The role requires a good understanding of processes/procedures with defined deadlines, a good level of understanding of technical drawings, adequate numerical and verbal skills to understand and present projects internally and externally. Attendance during new store installations and remodels is required.

The role requires a proactive approach to build customer relationships, maintaining market share and promoting our online offering. In addition, delivering a high level of customer satisfaction and managing customer expectations

A good portion of the workload will be the process of internal administration.

The individual we are looking for needs to have excellent communication skills with their first language being native Dutch and also be able to speak fluent French and English. We also require the individual to have a driving licence as travel within the role will be essential.

**What will a typical day look like?**

You will be the primary contact between the H+K and our customers in Belgium and Netherlands.

Delivering high levels of customer service both to our internal and external customers. Providing consultation via phone, web or face to face and working with Franchisee's, Operations, Equipment and Construction departments.

### What will you need to be successful in the Role?

- Excellent Attention to detail
- Customer focused
- Work well under pressure
- Being proactive
- Ability to multitask
- Strong project management skills
- Good communicator and team player
- Fluency in Dutch, French and English

### Main Tasks and Responsibilities:

- General Account Administration working to departmental and business KPI's
- Be the local liaison and support H&K after sales
- Project manage restaurant installation and remodels
- Order entry – both fast paced sales orders and package orders working to tight deadlines
- Liaising with other internal departments to facilitate a smooth process from quote through to post shipment after sales care
- Deal with restaurant and commercial issues with the aim of achieving early resolution for all parties.
- Responsible for communicating market forecasts to assist Production and Procurement
- Support the AR function of allocated accounts to ensure that overdues are kept to a minimum and actively work on commercial exposures to reduce them
- Perform any other miscellaneous duties to support the business and make it more profitable

### Knowledge and skills required:

#### PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications (Academic, Professional and Vocational)	Business studies English Language French language Dutch language	University Degree
Experience	Working for a large organisation having carried out a multitude of operational and commercial tasks to develop the business	Technical sales ideally working in a product led environment requiring interpretation of drawings (full training will be given) Understanding manufacturing
Technical Knowledge	Displays a good level of I.T. Proficiency / outlooks / Office package	Background within another KES, OEM or within customer environment would be desirable. Social media and marketing experience. Face to face customer selling.
Skills and Behaviors	Confident and with the ability to build rapport quickly and easily with customers and internal stakeholders. Must have good communication skills at all levels	Able to multitask and prioritise workload effectively to meet deadlines and internal KPI's.

General	Good team player and driven to succeed in a customer orientated environment Driver licence Willing to travel	
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We're looking to offer a competitive salary and benefits package for this role.

Should you wish to apply for this position please contact the HR department sending your CV & covering letter to the HR Manager Kelly Gibbs at [Kelly.Gibbs@hki.com](mailto:Kelly.Gibbs@hki.com)

### **Recruitment Agencies**

At H+K International we fill most of our vacancies ourselves, through advertising and our own internal search processes.

On the rare occasions that we do require extra support we will only use agencies that we trust, and that are on our preferred supplier list (PSL).

All the agencies on our PSL have agreed to work by our terms and conditions, and they are the only agencies our HR Department will request or accept CVs from.

We are not able to accept speculative CVs from agencies not on our PSL, and we do not accept that CVs sent to us by non-PSL agencies constitute an introduction. Should we later engage with candidates that may have been forwarded to us in this manner, no fee will be payable.

We review our preferred suppliers periodically, if you are interested in being considered for our PSL please email the HR Department with your contact details and your areas of specialism.