

TECHNICAL ACCOUNT MANAGER / PERSONAL CARE

Founded in 1880 in Lyon, France, the Gattefossé group, independently owned and family operated, markets its products in more than 60 countries through 12 Gattefossé affiliate offices plus an extensive network of agents and distributors. Innovation, ethics, quality, long-term stability and strong relationships built with customers have been the company's key drivers since the beginning.

Located in Toronto, ON, Gattefossé Canada was established in 1997 to provide local service and support to the Canadian market.

As a recognized expert in lipid chemistry, the Gattefossé group develops and manufactures specialty excipients as well as offers formulation expertise and technological advice to the pharmaceutical industry.

Responsibilities and Key Requirements of the Position

We're looking for a Technical Account Manager to join our team to develop sales growth of the Gattefossé Canada product line for both Gattefossé and distribution products. The ideal candidate will be able to grow the territory by increasing sales to existing customers, actively prospecting for new business, and building great customer relationships.

This is an exciting career opportunity for the individual wishing to join a dynamic team of professionals at a company where *People make our name*.

Main Activities

- Grow the territory by maintaining existing business and developing new opportunities.
- Meet sales projections, generate sales opportunities, and achieve company and individual goals.
- Develop & maintain comprehensive knowledge of Gattefossé Canada's portfolio including scientific, marketing, and pricing information of both Gattefossé and our principal's product portfolios.
- Maintain thorough knowledge of both company and industry developments through education and networking.
- Manage and build the relationship between Gattefossé and our customers. Develop and maintain relationships with high level influencers and decision makers, develop comprehensive knowledge of customers, and be the main point of contact at assigned accounts.
- Learn customers' needs and wants and offer relevant solutions. Provide sales and technical support, answering product and application questions, delivering presentations, sharing product info, etc.
- Accurately document and proactively update customer contacts, interactions, and projects in CRM.
- Maintain relationships with key personnel within our Principals' organizations in support of sales growth.

- Represent Gattefossé through attendance at and participation in professional organizations, trade shows, exhibitions, conferences, webinars, seminars and educational events.

Experience Required

- 3+ years' cosmetic formulation and/or ingredient sales activities
- Bachelor's degree in Sciences, Chemistry, Biology or related fields
- Excellent planning and organizational skills, ability to work independently on multiple tasks with minimal supervision
- Excellent oral and written communication skills (interactions with customers and internal reporting)
- Strong commitment to continuous improvement and success
- Ability to travel up to 40%
- MS Office and SAP CRM database proficiencies

What We Offer...

Gattefossé offers a competitive salary and benefits package that includes bonus potential, health and dental programs, participation in our savings plan, and a stable and longstanding work environment.

All interested candidates should email their cover letter, salary requirements and résumé to

resumec@gattefosse.ca

All applicants must be authorized to work in Canada.