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# Example of Customer Executive Job Description

Our company is growing rapidly and is hiring for a customer executive. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer executive

* Effectively resolve supplier queries
* Build effective relationships with suppliers
* Accurate data entry into multiple systems
* Manage & update the category data tools & reports which are used by the Customer Category Management Leadership team
* Support the Lead Customer Category Manager & Customer, Customer Category Manager in delivery of market/category/ channel/customer updates
* Manage the Picture of Success team scorecard inputs & support in post range review analysis
* Build expertise an expertise in instore execution through regular store visits & sharing of insight & best practise across channels & customers
* Own, create (where appropriate) & support the updating of the Customer Category Manager’s team’s Standard operating procedures
* Manage the category JDA database & build an expert user knowledge level of JDA Space Planning - supporting the Customer Category Manager team (where relevant) in range review JDA builds
* Support the Lead Customer Category Manager & Customer Category Manager’s in building planograms for customers

## Qualifications for customer executive

* Minimum 1 to 3 years experience in a customer-facing, role such as Consultant, SaaS Implementation Coordinator, Solutions Engineer, or hands on Customer Success Manager in the Cloud ecosystem
* Degree educated or equivalent (Masters preferred) and membership/qualification of relevant professional body (MRS/CIM)
* Comfortable talking to customers in various situations to tease out information
* Experience of supervision of junior staff
* 10+ years consulting background, pre-sales or similar experience at the enterprise level
* Willingness to travel up to 25%Strong project management skills and an ability to multitask without getting frazzled