



January 2017

Dairy Ingredients Account Manager

Michigan Milk Producers Association, a leader in Michigan's dairy industry, is seeking a Dairy Ingredients Account Manager to join our team in Novi, Mi. Milk Producers Association is the 10th largest dairy cooperative in the United States with approximately 2,000 dairy farmer members in Michigan, Indiana, Ohio and Wisconsin.

Role Purpose:

The Dairy Ingredients Account Manager owns the selling activities and customer relationships for assigned customers. This position is responsible for prioritizing opportunities for growth and maximizing current business. The role requires understanding of customer opportunities and timelines, developing plans to execute and identifying resources needed to make the sale. The Manufacturing Account Manager is accountable for working cross-functionally to deliver a high level of customer satisfaction. This position is responsible for championing the drive towards value creation and continuous growth through customer satisfaction.

Role Accountabilities:

Lead the development and implementation of account growth strategies

- Develop a deep understanding of the customer's vision, mission, strategies and business drivers and how these impact the customer's relationship with MMPA
- Develop and ensure that customer plans are consistent with the overall MMPA strategic plan. Ensure clear communication of plans to all relevant MMPA stakeholders.
- Build and maintain relationships with key decision makers in the customer's organization.
- Monitor environmental and competitor (those of the customer and of MMPA) influences which may impact the customer's business planning and tactics.
- Focus resources against the strategic plan to deliver on opportunities that will best allow the organization to achieve financial targets (Volume, Revenue, Gross Margin).
- Develop joint forecasts with customers ensuring a high level of forecast accuracy.
- Achieve sales, business growth and profit objectives
- Meet or exceed planned targets for assigned customers.
- Monitor and manage performance against established objectives in the customer plan.
- In conjunction with Finance department, effectively manage account receivables, debtors and credit limits.
- Develop partnerships between MMPA and the customer stakeholders to identify and capture mutually beneficial growth opportunities.
- Sell new ideas, dairy solutions, and products, to assigned customers.
- Provide MMPA leadership with regular updates on customer plans, deliverables and progress.
- Deliver exceptional service standards for customers and operations



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- Align customer and MMPA expectations and set standards for corrective actions and complaint resolution
- Ensure efficient, seamless customer services through monitoring customer interfaces and providing feedback to relevant parties.
- Lead and champion the development of a network committed to the customer
- Live and role model MMPA values internally and externally.
- Share customer knowledge, insight, and experiences with other account managers when appropriate, maintaining an awareness of customer confidentiality practices.

Role Requirements:

- Bachelor's degree from an accredited institution in business management, or its equivalent experience is required.
- A minimum of 3 years sales or related experience is preferred. A working knowledge of marketing tools, including risk management techniques to best manage the sales process at MMPA.
- Basic dairy product knowledge, including an ability to develop a clear understanding of market dynamics as they relate to market volatility and pricing
- Ability to develop a working understanding of the Federal Milk Marketing Order (FMMO) and the financial impact the FMMO rules and regulations have on MMPA.
- Detail oriented with ability to multi-task.
- Analytical and problem-solution oriented mindset
- Strong communication, planning, and organizational skills.
- Ability to foster knowledge exchange within and with other departments
- Ability to disseminate knowledge to other employees for the good of MMPA
- Independent thinker
- Excellent computer skills, working knowledge of Microsoft Office and Outlook.

Company Features:

MMPA is one of the top dairy cooperatives in the nation with a strong financial record. Our owners are 2000+ dairy farmers located in the states of Michigan, Ohio, Indiana and Wisconsin. MMPA markets its members' milk, guaranteeing a market every day for all member-produced milk.



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BENEFITS

- Competitive salary incentive program
- Outstanding insurance benefits - Health/Vision/Dental
- Protection for the future - Life and Disability insurance
- Paid vacation time and sick time
- 401(k) plan with a generous company contribution
- Company provided pension

Together with our members and employees our association is positioned and planning for growth. Our benefits are attractive, and our future is bright.

Successful passage of drug test, background check, and criminal record check required.