KEY ACCOUNT MANAGER

Strategic Customers and Long-Term Business Development

Are you passionate about developing strategic customer partnerships and driving sustainable growth?

At Phoenix Contact Denmark, we are looking for an experienced Key Account Manager to strengthen established strategic customer relationships and develop selected high-potential accounts towards Key Account status.

As the primary commercial interface between our customers and Phoenix Contact, you will translate business challenges and technical opportunities into long-term value, profitable growth, and successful partnerships.

About Phoenix Contact

Phoenix Contact is a global leader in electrification, industrial automation, connectivity, and digitalization. Our technologies are used across manufacturing, machine building, renewable energy, infrastructure, transportation, and process automation.

With a strong focus on innovation, engineering excellence, and customer-centric solutions, we help businesses improve productivity, increase efficiency, and accelerate their transformation towards a more sustainable future.

Our Danish organization works closely with international colleagues and specialists across the Phoenix Contact Group, particularly in Germany and throughout Europe.

At Phoenix Contact, professional excellence goes hand in hand with collaboration, integrity, and a people-first culture.

Your Role

As Key Account Manager, you will be responsible for developing and growing a portfolio of selected strategic customers across Denmark.

Your mission is to position Phoenix Contact as a trusted strategic partner and deliver profitable, sustainable growth. To achieve this, you will work proactively and systematically to understand each customer's business objectives, organizational structure, investment plans, and technological roadmap.

Reporting to the Head of Account-Based Sales, you will play a key role in shaping customer strategy and driving cross-functional collaboration across local and international teams.

Key Responsibilities

Strategic Account Development

- Develop and execute strategic account plans aligned with customer objectives and Phoenix Contact's business strategy.
- Identify growth opportunities, investment initiatives, and emerging technologies within customer organizations.
- Build and maintain a robust opportunity pipeline supported by clear objectives, milestones, and action plans.
- Develop selected high-potential customers towards Key Account status.
- Conduct regular business reviews with key stakeholders.
- Drive long-term customer retention, satisfaction, and profitable growth.

Relationship Management

- Establish and nurture relationships at multiple levels within customer organizations.
- Build strong relationships with decision-makers within engineering, operations, procurement, production, R&D, and executive management.

- Coordinate with Phoenix Contact's international Key Account organization for customers operating across multiple countries.
- Organize and lead customer meetings, workshops, technical presentations, and executive reviews.
- Represent Phoenix Contact at industry events, exhibitions, and customer conferences.

Commercial Leadership

- Own revenue growth, profitability, and account development targets.
  - Prepare proposals, framework agreements, business cases, and commercial offers.
  - Lead pricing discussions, contract negotiations, and commercial agreements.
  - Manage forecasts, budgets, margins, and sales pipelines.
  - Resolve commercial challenges and customer escalations in close cooperation with Customer Service and internal stakeholders.

Cross-Functional & International Collaboration

- Engage the relevant product specialists, technical experts, and support functions to support customer development.
- Coordinate customer activities across sales, marketing, engineering, product management, and service functions.
- Collaborate closely with colleagues across Denmark and the global Phoenix Contact organization.
- Translate global account strategies into actionable local initiatives.
- Ensure high-quality CRM data, forecasting accuracy, and sales reporting.

Your Profile

You have solid experience in complex B2B solution selling, Key Account Management, or strategic business development, preferably within a technical environment. You combine commercial acumen with strategic thinking and can navigate long sales cycles, multiple stakeholders, and complex decision-making processes while delivering measurable results.

We Expect You To:

- Have solid experience in Key Account Management, strategic sales, or technical solution selling.
  - Create and implement strategic account plans that generate measurable business value.
  - Have experience with contract negotiations, pricing strategies, and commercial agreements.
  - Communicate effectively with engineers, procurement teams, operational management, and executive leadership.
  - Work systematically with CRM, opportunity management, pipeline development, and forecasting.
  - Drive alignment and progress across multiple internal and external stakeholders.
- Be fluent in Danish and English, both written and spoken. German language skills are an advantage.

Your demonstrated business impact and success in developing accounts matter more to us than formal qualifications. A technical or commercial educational background is beneficial, but it is not our primary selection criterion.

Personal Characteristics

You are proactive, credible, and persistent.

You are naturally curious about customers' businesses and motivated by identifying opportunities that create value for all parties involved. You understand how to balance long-term relationship building with a strong focus on performance, growth, and profitability.

Most importantly, you take ownership, follow through on commitments, and consistently deliver results.

Practical Information

- **Location:** Denmark, with a flexible base combining customer visits, home office, and office-based work.
- **Reporting line:** Head of Account-Based Sales.
- **Travel:** Regular travel throughout Denmark and occasional international travel.

- **Application process:** Applications are reviewed on an ongoing basis.
- **Contact:** Head of Sales Jens Madsen, jmadsen@phoenixcontact.dk.

What We Offer

- A strategically important role managing some of Phoenix Contact Denmark's most important customers.
- Significant autonomy and influence over the development of your customer portfolio.
- Close collaboration with highly skilled colleagues and specialists in Denmark and internationally.
- Comprehensive onboarding and training in Phoenix Contact's products, solutions, and organization.
- Excellent opportunities for both professional and personal development.
- A flexible work environment combining customer visits, home office, and office-based work.
- A competitive compensation package aligned with your experience and performance.
- Company car, pension scheme, private health insurance, and all relevant work tools.

Interested in joining Phoenix Contact Denmark? We would like to hear how you have developed strategic customer relationships, the commercial results you have achieved, and what attracts you to this Key Account Manager role.