

ADVERTISEMENT

KEY ACCOUNTS OFFICER

Salary Range R516 196 to R607 290 per annum (all inclusive)

Overview of the Organisation

The NMISA is a Type 3A Public Entity established in accordance with the Measurement Unit and Measurement Standards Act, No. 18 of 2006 (the Act). The NMISA is mandated by the Act to provide for the use of the international system of units (the SI) and other measurement units in South Africa, to maintain national measurement standards (NMS) and to determine and ensure the comparability of the NMS. More information can be obtained from www.nmisa.org

The Position

The purpose of the Key Accounts Officer position is to manage and grow strategic client accounts by aligning NMISA's technical services with client needs. The role contributes to revenue growth by supporting and enabling the technical units, which are responsible for delivering services and generating income. It also involves coordinating internal resources to ensure the effective delivery of tailored metrology and scientific solutions specifically for key accounts.

Minimum Qualifications, Knowledge and Experience

- A relevant bachelor's degree in science, Engineering, Business, or a related field is required; a combination of a scientific/technical qualification with a business, commerce, or legal qualification will be an added advantage.
- Minimum of 5 years' experience in key account management, client relations, or business development, preferably in a scientific, technical, or R&D environment.
- Proven experience in managing strategic client portfolios, including public and private sector accounts.
- Demonstrated ability to align technical services with client needs and sector-specific challenges.
- Strong analytical skills, including data management and financial modelling, to support account planning and reporting.
- Proven track record of generating revenue through the successful delivery of tailored client solutions.
- Experience working in or with accredited laboratories or regulated technical/scientific environments will be advantageous.
- Strong understanding of sales data analysis, revenue tracking, and performance reporting.
- Excellent interpersonal, negotiation, and stakeholder engagement skills.
- Ability to collaborate across multidisciplinary teams and manage complex client requirements.
- Proficiency in CRM systems and client reporting tools.
- A valid driver's license and willingness to travel for client engagements and stakeholder events.

Responsibilities:

- Manage and grow relationships with key clients across public and private sectors.
- Serve as the primary point of contact for strategic accounts, ensuring high client satisfaction.
- Identify client needs and match them with NMISA's technical services and metrology solutions.
- Develop and implement account strategies to retain and grow key accounts.
- Coordinate with internal technical teams to deliver customised services and solutions.

- Track and analyse client activity and sales data to identify trends and growth opportunities.
- Facilitate and/or contribute to client engagement efforts, including meetings, presentations, and contract negotiations.
- Prepare regular performance reports on key account activities and financial outcomes.
- Monitor market and sector developments to anticipate client challenges and offer proactive support.
- Ensure alignment between client expectations and NMISA's service delivery capacity.
- Manage the renewal of service level agreements and secure new collaboration contracts.
- Represent NMISA at industry forums and stakeholder engagements related to key accounts.
- Collaborate with the marketing and communications team to support client-facing campaigns and events.
- Provide input into business development and strategic planning based on client insights.
- Maintain accurate CRM records and contribute to internal reporting on revenue growth and client retention.

Attributes:

The ideal candidate will be proactive, detail-oriented, and highly organised, with the ability to manage multiple priorities and complex client relationships simultaneously. Strong communication and interpersonal skills are essential to build trust and collaborate effectively with both clients and internal teams. The role requires a solution-focused mindset, resilience in navigating challenges, and the ability to handle conflict professionally while working effectively under pressure. Integrity, professionalism, and a customer-centric approach are critical to maintaining NMISA's reputation and fostering long-term partnerships.

Please note:

NMISA subscribes to and applies the principles prescribed by the Employment Equity Act. Preference will be given to candidates who meet the requirements and who will add to the cultural and gender diversity of the organisation.

Interested and suitably qualified persons may forward all supporting documentation required (updated CV, certified educational qualifications and certified ID.) when applying for the position email NMISA Human Resource at careers@nmisa.org

Only candidates with all supporting documents will be considered for the position.

Clearly indicate which position you are applying for.

Closing date for applications: **30 June 2025**

People with disabilities are encouraged to apply.

Correspondence will be limited to short-listed candidates only. National Metrology Institute of South Africa reserves the right not to appoint. By applying for this position at the NMISA, the applicant understands, consents, and agrees that the NMISA may solicit a credit and criminal report from a registered credit bureau and/or the relevant authority in relation to the position that require trust and honesty and/or entails the handling of cash or finances and may also verify the applicant's educational qualifications and employment history. You voluntarily give NMISA consent to process your personal information, and all the applications will be processed in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA).