

JOB DESCRIPTION

Category Support & Key Account Manager – Frying Solutions (Oil & Fat Expert)

Position Title	Category Support & Key Account Manager – Frying Solutions
Department	Sales & Technical Application – Food- Oil and Fats
Location	Pan India travel as per customer requirements
Reporting To	Senior VP- Food Ingredients Business
Employment Type	Full-time

Role Purpose

The Key Account Manager – Frying Solutions will be responsible for driving business growth in frying oils, specialty fats and frying performance solutions by managing strategic accounts, conducting technical trials and developing application-driven opportunities within snacks, namkeen, frozen foods, QSR, foodservice and processed food industries.

The role requires strong commercial acumen combined with practical understanding of frying technology, oil stability, oxidative degradation, shelf-life management and cost optimization in industrial frying operations

Product Portfolio / Application Focus

- Frying Oils
- Specialty Fats
- Palm Fractions
- Frying Stability Systems
- Antioxidant Solutions
- Snack Processing Ingredients
- Coating and Frying Systems
- Oil-Life Extension Solutions
- Performance Improvement Blends

Key Responsibilities

Sales & Key Account Management

- Manage and grow assigned customer accounts across snacks, namkeen, frozen foods and foodservice sectors.
- Build relationships with procurement teams, plant heads, QA teams and R&D personnel.
- Develop new business opportunities across industrial food manufacturers.
- Prepare annual business plans and sales growth strategies.
- Monitor market trends in edible oils and specialty fats.
- Negotiate pricing and commercial contracts.
- Develop strategic growth plans for priority customers.

Technical Application & Trial Conversion

- Conduct industrial frying performance trials.
- Support customers in extending oil life and improving product quality.
- Analyze frying performance parameters and recommend improvements.

- Troubleshoot problems related to oxidation, darkening, foaming and off-flavors.
- Support product benchmarking and competitive evaluations.
- Collaborate with R&D for customized solutions.
- Drive conversion of successful trials into repeat business.

Cross-Functional Coordination

- Work closely with R&D, QA, regulatory, production, supply chain, dispatch and commercial teams for smooth customer service.
- Ensure timely sample dispatch, COA/specification support, technical documents and complaint resolution.
- Follow up on outstanding payments, credit terms and documentation as per company policy.
- Maintain discipline of daily/weekly reporting, visit planning and CRM/customer records.

Required Qualification & Experience

- B.Tech / M.Tech / M.Sc. in Food Technology, Oils & Fats Technology, Food Science, Chemistry or related field.
- 8–15 years of experience within edible oils, specialty fats or frying applications.
- Experience serving snack manufacturers, QSR chains and processed food companies preferred.
- Strong customer management and technical support experience.
- Willingness for extensive travel.

Technical Competencies Required

Area	Expected Knowledge
Frying Oils	Stability, oxidation, smoke point and performance monitoring
Specialty Fats	Shortenings, palm fractions and frying fats
Processing	Batch and continuous frying systems
Food Manufacturing	Snacks, namkeen, frozen foods and QSR applications
Commercial	Margin management and value-selling
Quality	Oil testing methods and complaint handling

Behavioral Skills

- Strong communication, presentation and relationship-building skills.
- Customer-first approach with ability to convert technical problems into business opportunities.
- Result-oriented, disciplined in follow-up, reporting and target achievement.
- Good negotiation, problem-solving and cross-functional coordination ability.
- High ownership, travel readiness and ability to work independently.

Key Performance Indicators

- Monthly/quarterly sales value and gross margin achievement.
- New key account development and repeat business conversion.
- Number of successful plant trials and trial-to-commercial conversion ratio.
- Customer visit discipline, pipeline health and forecast accuracy.
- Timely collections, complaint closure and customer satisfaction.

Ideal Candidate Profile

A technical-commercial professional with strong expertise in frying oils and fats who can independently support industrial customers, troubleshoot frying performance issues and successfully convert technical projects into commercial business.

Interview Evaluation Parameters

- Frying technology understanding.
- Specialty fats knowledge.
- Industrial customer exposure.
- Technical troubleshooting capability.
- Commercial and negotiation skills.
- Industry network strength.