

# Job Description: NZ

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**POSITION TITLE:** Account Manager – Lower North Island

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**REPORTS TO:** New Zealand and Australia Sales Manager

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## SCOPE OF THE ROLE

The Account Manager is a critical position in EROAD's New Zealand business. Suitable for an experienced and senior Account Manager or Business Development Manager with a passion for technology.

The role has the primary focus of supporting EROAD's lower North Island regional customers to deliver business outcomes using EROAD technology.

In addition to on-boarding and account management of existing accounts, the role also entails a sales and growth component in your designated region.

The scope of the role includes:

- Management of full customer lifecycle from on-boarding to renewal of accounts
- Growth in revenue and new unit sales into existing customers
- Prospecting and new sales into non-EROAD customers in your region
- Growing and management of a spotter and dealer network in your region to drive growth
- Work with senior stakeholders within EROAD and the customers' business to develop and execute account management plans
- Ensuring all activity is recorded in our CRM system
- Preparation and delivery of Account Management reporting. Including preparation of insight analytics from excel, and presentation into word or powerpoint to the customer
- Identify and assist customers with change management within their business. Assist with roll out of new technology and reporting released by EROAD
- Training to stakeholders in the customer accounts

The role provides an opportunity to work as an integral part of a team dedicated to customer success. You will not only gain full exposure to the EROAD business enjoying EROAD's culture, but also become a source of expertise for our customers around driving significant change in their business from the use of telematics.

We are looking for someone with Senior Account Management experience, a history of success in sales or project management would be an asset.

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## RESPONSIBILITIES

The role will consist of but not limiting to:

- Completing end to end sales to new and existing customers
- On-boarding, sign up, training and ongoing management of spotters and 3<sup>rd</sup> party sale channels
- Co-ordinate the installation of EROAD into the customers' fleet leveraging EROAD capability and internal resources to ensure success
- Embed the use of EROAD technology within the customers' business
- Lead the development and execution of account management plans within required time periods leveraging stakeholders from both businesses
- Accountable for revenue growth of accounts

- Accountable for achievement of renewal targets within your portfolio
- Build and developing strong ongoing relationships within the customers' business to ensure influence over behaviours and to drive change
- Understand new EROAD product developments and how these may assist in delivery of the customers business
- Training of customers on new products and services
- Monitor daily/weekly/monthly support cases and ensuring resolution and summary reporting created for transparency
- Preparation and presentation of regular reporting to customers, including deriving analytics insights, presentation of key trending and insights to the customers, and documenting customer objectives and change management plans
- Use of the EROAD CRM system to record all customer activities

Other tasks will include:

- Working with the EROAD finance team to ensure that the invoicing for the account is accurate
- Working closely with our partner channels to ensure that where required vehicles come installed with EROAD prior to delivery and we are delivering wider value to the end customers
- Understanding and working with third party suppliers products

#### **COMPETENCIES**

- Strong influencing competencies both internal and external
- Ability to assimilate information rapidly
- Attention to detail and ability to deliver a succinct account and change management plan
- Strong competencies in business report writing and presentation
- Ability to be calm under pressure – have a methodical and thorough approach
- Competence in sales and revenue growth
- Able to multi-task, and manage fluctuating workloads
- Strong relationship, negotiation skills

#### **PERSONAL ATTRIBUTES**

- Ability to self-manage
- Strong problem solving skills.
- Good communicator
- Proactive – enjoy providing assistance to both customers and the sales team
- Effective stakeholder manager at all levels of an organisation

#### **REQUIRED EXPERIENCE**

- Able to work in a fast-paced team-oriented environment.
- Proven ability to successfully deliver projects on time with high quality
- Well-developed sales and effective relationship building skills
- Strong project management experience
- Ability to create reports and present to senior executives
- Experience within the telematics industry an asset

- Experience within the heavy and commercial vehicle sector an asset
- A sound understanding of the transport industry across NZ in general
- An excellent reputation as a reliable and customer focused sales professional.
- Experience in delivering business change relating to H&S measures, operational performance would be an asset
- Enjoys working with cutting edge technologies.
- You will need to have a good sense of humour and be able to positively contribute towards a supportive and positive environment

This Job Description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative product development environment.

EROAD is in a “high growth” mode. There will be times when the role will be required to complete tasks outside those mentioned above because this role will have the relevant skills and may have higher availability than other team members.

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