



## Job Description

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**POSITION TITLE:** Team Lead – Growth & Retention

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**LOCATION:** Auckland, NZ

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

**DATE:** 18/09/2017

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### SCOPE OF THE ROLE

EROAD is looking for a team leader to manage and drive our Growth & Retention team. Suitable for an experienced team leader with a focus on coaching and mentoring.

The role has the primary focus of overseeing and managing our Growth and Retention team. You will be a focused leader driven by excellence in customer service, as well as driving revenue growth and retention within existing accounts. The role presents an excellent opportunity to have a significant impact on the continuing success of EROAD.

You will have an opportunity to work as an integral part of the 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.

### RESPONSIBILITIES

As the Team Lead – Growth and Retention, you will support the team to develop new business growth opportunities for a range of EROAD products by:

- Leading, coaching and developing the EROAD Growth and Retention team to achieve new business opportunities through telephoning calling activities.
- Using your sales focussed experience to meet your teams budget for your area and grow revenue and new unit sales into the existing customer base
- Drive up-sell of new services into our existing customer base through your team
- Developing and managing strategic campaigns and initiatives to exceed sales targets.
- Translating products into solutions for the customers and using your experience to recommend integrations via API, third party products, training and tools to assist the embedding of EROAD into a customers business



	<p>Other tasks will include:</p> <ul style="list-style-type: none"><li>• Working with product managers to understand new EROAD products development and how these may assist in delivery of the customers business, driving adoption within EROAD customers.</li></ul>
<b>COMPETENCIES</b>	<ul style="list-style-type: none"><li>• Strong influencing competencies both internal and external</li><li>• Proven ability to manage a team and your own budget</li><li>• Ability to assimilate information rapidly</li><li>• Technically minded and able to take new products and services and turn into an integrated roadmap for the customer</li><li>• Strong relationships and negotiation skills</li><li>• Ability to create report to present to senior executives</li></ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"><li>• Ability to influence and manage a team</li><li>• Technically minded and solution based mind-set</li><li>• Strong problem solving skills</li><li>• Proactive – Enjoy providing assistance to both customer and your team</li><li>• You will need to have a good sense of humour and be able to positively contribute towards a supportive and positive environment.</li></ul>
<b>REQUIRED EXPERIENCE</b>	<ul style="list-style-type: none"><li>• 5 + years' experience of management experience within Sales, ideally management of phone based sales teams</li><li>• Strong leadership skills with a focus on coaching and mentoring.</li><li>• Experience within the telematics industry preferable</li><li>• Experience within the heavy and commercial vehicle sector an asset</li></ul>

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.