



Job Description: NZ

POSITION TITLE: Key Account Manager

REPORTS TO: New Zealand and Australia Sales Manager

DATE: 27/06/2016

SCOPE OF THE ROLE

The Key Account Manager is a critical position available in EROAD's New Zealand business. Suitable for an experienced Account Manager or customer focused Project Manager with a passion for technology, the role has the primary focus of supporting one of EROAD's largest and most complex customers to deliver benefits through using EROAD technology.

The scope of the role includes:

- Delivery of an implementation schedule to install, train and embed the use of EROAD technology within the customers' business.
- Work with senior stakeholders within EROAD and the customers' business.
- Monitor performance throughout the contract and provide reporting to senior and operation stakeholders
- Identify and implement activities to improve the customers use of the EROAD technology, leveraging expertise within both EROAD and the customers' business.
- Preparation and presentation of regular insight reporting to the customer.
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The outcomes to be delivered include health and safety, operational excellence, compliance and customer service delivery.

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 embed yourself in our customers business and drive significant improvement and change through the use of telematics

We are looking for someone with Senior Account Management experience but with a history of success in project management.

RESPONSIBILITIES

The role will consist of but not limiting to:

- Co-ordinate the installation of EROAD into the customers' fleet



	<p>leveraging EROAD capability</p> <ul style="list-style-type: none">• Embed the use of EROAD technology within the customers' business• Lead the development and execution of outcome delivery plans within required time periods leveraging stakeholders from both businesses• Accountable for delivery of outcome targets• Build and developing strong ongoing relationships within the customers' business to ensure influence over behaviours and outcomes• Understand new EROAD product developments and how these may assist in delivery of the customers desired outcomes• Management and engagement with staff in both the customers and EROAD's business• Monitor daily/weekly/monthly support cases and ensuring resolution and summary reporting created for transparency• Focus on delivering customer value and outcomes through full deployment of the EROAD solution• Create of regular reporting, within the customer's business, to EROAD and to senior stakeholders who are part of the wider project team <p>Other tasks will include:</p> <ul style="list-style-type: none">• 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, to deliver an outcome
COMPETENCIES	<ul style="list-style-type: none">• Ability to assimilate information rapidly.• Attention to detail and ability to deliver a succinct project plan• Strong competencies in report and business case writing• Ability to be calm under pressure – have a methodical and thorough approach.• Able to multi-task, and manage fluctuating workloads• Strong relationship, negotiation and influencing skills
PERSONAL ATTRIBUTES	<ul style="list-style-type: none">• Strong problem solving skills.



	<ul style="list-style-type: none">• Good communicator• Proactive – enjoy providing assistance to both customers and the sales team• Ability to influence others• Effective stakeholder manager at all levels of an organisation
REQUIRED EXPERIENCE	<ul style="list-style-type: none">• Candidates with 5+ years in a senior account management, or key account management roles• Management of large complex customers• 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 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.