

Account Manager

Customer & Commercial

Title:	Account Manager
Division:	Customer & Commercial
Location:	Auckland / Wellington (Dependent on Specific Stakeholder)
Responsible to:	Dependent on stakeholder
Date:	July 2023
Code:	TBA

Purpose

The Account Manager role is to establish and maintain long term relationships with our key commercial/sector customers to maximise revenue and profit from the assigned market commercial/sectors in line with business area plans and company strategy.

Accountabilities

1. Manage assigned stakeholder (commercial/sector) relationships to build MetService's brand as a collaborative, externally focused organisation.
2. Liaise and work closely with the specialist team members to understand and manage assigned stakeholder (commercial/sector).
3. Maintain up to date knowledge of assigned commercial/sector customers to provide the business team with dependable and credible consultation and commercial/sector market feedback.
4. Collaborate with team members to maintain knowledge of current and innovative technologies and emerging opportunities in assigned and associated commercial/sector.
5. Develop strong and supportive relationships with customers to ensure loyalty and longevity of the relationships.
6. Maintain comprehensive and detail client and prospect records via the applicable Customer Relationship Management software application.
7. Respond to customer needs, supporting growth requirements, and building a detailed understanding of customers long term plans and requirements.
8. Provide high quality information, advice and services to internal and external customers by understanding each customer and providing proactive and tailored responsiveness to their needs.
9. Manage the sale process, customer contracting, invoicing and associated customer correspondence.
10. Manage the technical pre-sales efforts to provide high quality product demonstrations and up to date technical specifications and product marketing collateral.
11. Schedule and manage regular internal meetings and reporting as required.
12. Contribute to the annual commercial/sector business plan and budget to determine the implementation of MetService strategy and report monthly against these to ensure accurate business monitoring.
13. Support other commercial/sector customers on an adhoc as required basis.

14. Participate in the business groups initiatives to develop customer-centric solutions to enable continuous improvement and contribute to organisational intelligence.
15. Ensure all business activities conform to Quality Standards and Safety Management procedures.
16. Undertake other specific duties from time to time as required by People Leader or delegated substitute.

Key Relationships

Internal:

- Products & Partnerships
- Client Data Services
- Meteorological Operations
- Science & Strategy
- NZ Commercial Sales Teams
- Strategy and Governance
- ISG
- Finance
- Service Desk

External:

- Assigned stakeholder (Commercial/sector), including relationships at senior levels.
- Partners and organisations that can provide MetService with required industry information.
- Influential industry bodies and organisations.

Staff Responsibility:

Direct Report: None

Indirect Report: None

Financial Responsibility:

Budget: Revenue

Delegated Authority: None

Person Specification

Knowledge, Skills & Qualifications:

Essential:

- Minimum of 2-5 years relevant commercial/sector experience.
- Ability to build effective relationships internally and externally.
- Ability to communicate and influence effectively with a diverse group of customers.
- Ability to work collaboratively.
- Strong customer service focus with proven record of successful customer service.
- Demonstrative ability to facilitate groups in a technical sales environment.
- Excellent analytical and presentation skills.
- Excellent written and interpersonal communication skills.
- Advanced communication and relationship management skills.
- A team player, ready and willing to contribute to a team effort.
- Strong time management skills.
- Willingness and ability to travel to meet customers regularly and at short notice if required.
- Proficiency using Microsoft's Word, Excel, PowerPoint, Teams, and other presentation applications.
- Valid Driver Licence in country of employment.

Desirable:

- Background in Meteorology or relevant area of science

Note: The requirements of this position description may change from time to time to meet operational or other requirements.