

POSITION DESCRIPTION

Account Manager



Reporting to: State Manager

Date: JULY 2019

Role Responsibilities

To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks

Portfolio Management, Development and Retention:

- Ensure your portfolio of accounts are personally visited within appropriate call cycles, and are presented with reporting on specific connection history, including number of connections and revenue generating connections
- Ensuring complete, accurate and timely notes are documented in Salesforce pre and post visit, including information on performance results, competitor activity, changes to key contacts, Market trends, change in rent roll, and discussion points of meeting
- Ensure all contacts and requests made by Channel is responded to within the required timeframes, unless where deemed business critical and must be dealt with immediately
- Ensure all Channels have ample marketing supplies in stock
- Responsible for implementing marketing campaigns (as set by State Manager) in accordance with project plans
- Ensuring relevant contacts within Channels are trained on, and have the relevant knowledge to, promote DCA as Australia's leading and preferred Moving Channel partner, use DCA web based applications, and understand the relevant rewards programs that are in place from time to time
- Retention of all key Channels in your portfolio
- Meeting the assigned Channel acquisition targets - Net portfolio growth as set by State Manager

Relationship Management:

- Build strong value based relationships with all Channels in your portfolio, including multiple key contacts within each Channel
- Attending all relevant conferences/events and selected National conferences

Reporting and Analysis:

- Prepare Channel performance report prior to channel visit to understand and present to the Channel performance data and opportunities.
- Prepare weekly channel performance reports for State Manager on competitor activity, market trends and portfolio analysis
- Prepare quarterly reporting on performance of Channels in portfolio

Required Competencies

Perseverance
Competitive Drive
Negotiation
Problem Solving
Customer Service
Flexibility

Preferred Experience/Qualifications

- Tertiary qualifications (or equivalent experience) in an appropriate discipline such as Business, Marketing, Commerce, etc.
- Substantial experience in sales/ account management including a customer service orientation.
- Proven expertise in, and/ or a thorough understanding of, the B2B consumer sales environment.
- Drive to achieve sales and customer outcomes/ results.
- Strong understanding of key account & territory management principles including the analytical ability to undertake account planning
- Outstanding interpersonal skills with excellent ability to build rapport across all parts of the business
- Excellent verbal and written communication skills
- High levels of enthusiasm and self-motivation with the ability to manage accounts autonomously

Our Values

- Safety
- Agility
- Decency
- Courage
- Ownership
- Teamwork