

# Programmed Maintenance Services Position Description

**POSITION:** Account Manager

**GROUP:** Australian and New Zealand Painting

**LOCATION:** All States

**REPORTS TO:** Business Manager, Regional Manager or Senior Account Manager

**DATE:** 18/10/02      **APPROVED:** General Manager, Marketing

**Purpose Statement:**

The Account Manager is accountable for contributing to the State profit target by achieving hours won budgets consistent with targeted sales conversion rates. The Account Manager is also responsible for developing new business within their designated territory and for servicing and developing existing customer accounts allocated to them.

The Account Manager is responsible for the development and implementation of the business development strategy for their territory. The position is actively involved in promoting positive staff morale, a safe work environment, quality systems and contributing to the development of an appropriate business and customer focus within their team.

**Accountabilities**

Key Result Account	Performance Standards
<p><b>Business Development and Account Management</b></p> <p>The Account Manager is accountable for the identification and pursuit of new business opportunities. In addition, the Account Manager is responsible for building and maintaining effective relationships with designated existing customers.</p> <p><b>[Weighting 65%]</b></p>	<ul style="list-style-type: none"> <li>• Strategies, plans and objectives are in place, which clearly contribute to the achievement of the States overall strategy and current FY objectives.</li> <li>• The benefits of our products and services are effectively promoted to our existing and potential customers.</li> <li>• Proposals/quotations are well structured and presented to customers within the agreed time frame and consistent with Company standards.</li> <li>• Customer feedback in relation to the quality and timeliness of account management is positive.</li> <li>• Customer/prospect contacts are well targeted and designed to increase or broaden market share.</li> <li>• Customer entertainment represents a productive use of time and resources.</li> </ul>
<p><b>Customer Knowledge</b></p> <p>The Account Manager is a key contributor in managing and updating the customer/prospect knowledge database.</p> <p>The Account Manager is responsible for ensuring that their allocated customers/prospects are regularly checked for accuracy and completeness of data and that data is updated accordingly.</p> <p><b>[Weighting 10%]</b></p>	<ul style="list-style-type: none"> <li>• Customer/prospect records and contact details are regularly checked and amendments updated.</li> <li>• Customer/prospect contact interactions are promptly and accurately recorded.</li> <li>• Job information, eg. measures and quotes, are promptly and accurately recorded.</li> <li>• Proposal/forecast updates are promptly and accurately recorded.</li> <li>• Where sales staff do not have update access, information updates are promptly notified to their manager or regional administrator.</li> </ul>

Key Result Account	Performance Standards
<p><b>Compliance and Reporting</b></p> <p>The Account Manager is responsible for ensuring that all sales and marketing activity they under take is conducted in a legal and ethical manner, and is consistent with Company standards, policy and procedure.</p> <p><b>[Weighting 5%]</b></p>	<ul style="list-style-type: none"> <li>• Activities are developed and implemented in a manner which protects the Company's funds, interests and reputation.</li> <li>• Ensures quality of paperwork, documentation and reports meet Company standards and time lines.</li> <li>• Ensure that business plans and monthly sales productivity system reports are compiled promptly and accurately.</li> <li>• Ensures awareness of, and compliance with, all aspects of Company policy, systems and procedures and legislative requirements.</li> </ul>
<p><b>Operational Activity and Liaison</b></p> <p>The Account Manager is accountable, in consultation with appropriate personnel and in accordance with established guidelines and authority levels, for measuring and costing projects.</p> <p>The Account Manager liaises with operational staff to ensures that project outcomes are effectively managed to a profitable conclusion and to the customer's satisfaction</p> <p><b>[Weighting 10%]</b></p>	<ul style="list-style-type: none"> <li>• Measures and costings are completed in a timely and accurate manner with the appropriate involvement of Estimators and Senior Managers.</li> <li>• Customer feedback in relation to the quality of the project implementation is positive.</li> <li>• Customer complaints are effectively managed to the mutual satisfaction of the customer and the Company.</li> <li>• A productive relationship with the operations team is maintained and assistance provided to ensure that projects are brought to a profitable conclusion.</li> <li>• Accurate Job File information is provided to operations to facilitate the transfer of all information required for the project.</li> </ul>
<p><b>Occupational Health and Safety:</b></p> <p>The Account Manager is responsible for ensuring the highest practicable standards in health and safety in the workplace.</p> <p>The Account Manager will take an active role in safety and the control of risks, dissemination of information, instruction and training, where appropriate. This includes the regular monitoring of the health of employees and workplace conditions in line with Company policy.</p> <p><b>[Weighting 10%]</b></p>	<ul style="list-style-type: none"> <li>• Contribute to a reduction of workplace related injuries consistent with Company objectives.</li> <li>• Compliance with Company policy systems and procedures.</li> <li>• Contribute to continuous improvement in developing and maintaining safe work methods that comply with Legislation, Regulations, Codes of Practice and Company guidelines.</li> <li>• Contribute to maintaining efficient data control and reporting of all accidents, incidents and near misses.</li> </ul>

### **Key Performance Indicators**

	<b><u>Indicator</u></b>	<b><u>Weighting</u></b>
1.	Personal Budget	70%
2.	Sales Leadership Plan	20%
3.	Customer Feedback	10%

### **Qualifications, Qualities and Experience**

- Appropriate tertiary qualifications in marketing or relevant business related discipline, (desirable).
- A proven track record in sales.
- A background in construction, painting, contract management, building or property-related service industry.
- Computer literate.
- Well organised, self-starter, highly resilient.
- Well groomed with excellent verbal and written presentation/ communication skills.
- Current Drivers Licence.