



POSITION DESCRIPTION

Position Title:	National Manager – New Zealand Accounts
Location:	Christchurch / Auckland
Reports To:	TBC (Currently CEO)

Purpose:

The purpose of this role is:

- Personally and through the leadership of the Account Management team to develop and manage client relationships and address/satisfy customer needs in a way that fosters a preference for PayGlobal products and services.
- Personally and through the leadership of the Account Management team expand the business by identifying new opportunities with existing clients and seeking to develop opportunities with potential new clients through referrals and by other means.
- Develop opportunities for Professional Services revenues and work closely with the Professional Services team to ensure projects are rolled out successfully.
- To develop and maintain up-to-date knowledge/expertise regarding the business/market environment and clients, together with relevant capability, including sales skills, that can be used and shared with others to achieve a customer-focused competitive advantage for PayGlobal.

Dimensions:

Total Staff: Two (Account Manager – Christchurch & Account Manager – Auckland)

Functional Relationships:

Within Company:

- Service Delivery Team
- Sales Team
- Executive Team
- Other PAYGLOBAL employees

Major External Contacts:

- Clients (existing and potential)

STRATEGIC AND OPERATIONAL:

Achieved By:	Performance Indicators:
<p>Account Management</p> <ul style="list-style-type: none"> • Ensure each Account manager has a comprehensive account management plan (as per client categories A,B,C,D). • Ensuring all clients are upgraded to the latest versions of PayGlobal products. • Creating and maintaining a comprehensive call plan as part of account management. • Ensure each Account Manager maintains regular telephone and face-to-face contact with PayGlobal clients. • Ensure Account Management team responds in a timely manner to client queries, either verbally or in writing, as appropriate, and ensuring that responses are accurate/correct and helpful. • Ensure Account Management team attends to clients’ complaints in a timely manner, investigating the cause and assisting to resolve any issues before these lead to bad client relations or develop into a dispute. • Ensure Account Management team manages enquiries from existing and potential clients about products, delivery schedules, price etc. • Maintain an up-to-date understanding of relevant regulations in countries where PayGlobal products are marketed/sold. • Communicating customer needs to relevant PayGlobal managers and staff, as appropriate. <p>Business Development</p> <ul style="list-style-type: none"> • Ensure the team and you personally maintain a close understanding of clients’ business needs in order to be able to provide appropriate (PayGlobal) solutions. • Drive utilisation of the Professional Services team. • Ensure the team and you personally assess client requirements and providing information on PayGlobal product features, price and product supply, in order to best meet their needs. • Keeping abreast of market opportunities and capitalize on these, as appropriate. • Attending appropriate industry events and Company promotional events. 	<ul style="list-style-type: none"> • Client issues are managed to an effective conclusion/resolution, and there is no evidence to the contrary • Proportion of clients with current or “current minus one” versions of PayGlobal products, respectively. • Evidence of regular visits/callbacks to clients • Evidence of initiatives to improve client service in response to feedback • Evidence that appropriate PayGlobal managers and staff are kept informed of client issues if/when they need to be “in the loop” . . <ul style="list-style-type: none"> • License and service revenue targets are achieved or exceeded. • Evidence specific initiatives to develop existing and/or new client opportunities. • PS utilisation levels • Evidence of initiatives/benefits arising

<ul style="list-style-type: none"> • Targeting new client opportunities as directed by your Manager. • Working in conjunction with the Business Development Manager (New Zealand) to identify client opportunities in your region and assisting as required to secure new accounts. 	<p>from attendance at events, networking and promotional efforts.</p> <ul style="list-style-type: none"> • Evidence that the full range of PayGlobal services are being promoted (i.e. licences, consulting, PGOS, Bureau, BI, Integration Services etc.)
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FINANCIAL PERFORMANCE:

Achieved By:	Performance Indicators:
<ul style="list-style-type: none"> • Ensure budgeted Sales targets are achieved for NZ. • Develop and execute budget for Account Management sales and revenues. • Assist in the setting of the Professional Services Budget. • Growth in Account/ Sales Revenue . • Identify methods and ways to improve the financial results of the business. • Ensure effective measurements / KPI's are in place that provide insight into operational efficiency. 	<ul style="list-style-type: none"> • Budgeted sales met • Level of existing account revenue for the year achieved. • Evidence (from the Business Development Manager-NZ) of contribution made to the achievement of new account revenue.

TEAMWORK/ HUMAN RESOURCES:

Achieved By:	Performance Indicators:
<ul style="list-style-type: none"> • Operates in accordance with PAYGLOBAL's Vision, Mission and Values • Works in a spirit of teamwork and cooperation to ensure that work processes and interactions are effective in meeting the goals of the wider PAYGLOBAL team and the company • Delegate, motivate and lead the Account Management team to ensure the achievement of key business targets. 	<ul style="list-style-type: none"> • Demonstrates and promotes PAYGLOBAL Vision, Mission and Values • Teamwork behaviours are evident in interactions with colleagues and others in the wider PAYGLOBAL team

<ul style="list-style-type: none"> • Using excellent communication and people skills create a high performance focused culture through personal leadership, teamwork and development of individual's. • Effectively manages change as business and technical requirements necessitate. • Maintain a positive and committed team through working adherence to HR Policies, Performance Management, Training, Effective Communication and Employee Recognition programs. • Develop leadership skills and capabilities in order to attract and retain best candidates in the market. • Provide proactive and progressive training and mentoring, and support to direct and indirect reports. • Through proactive fair management, holds people accountable for achieving agreed outcomes. • Develop compensation and incentive plans that reward fairly and attract / retain best people in the market. • Ensure the ongoing development needs of direct reports are identified and achieved. • Identify technology and knowledge gaps including training needs for staff. • Ensure direct reports deliver effective support, mentoring and management of their teams. • Provide leadership in developing new technical capabilities, projects and initiatives. • Demonstrates a commitment to optimising own personal performance and development as a PAYGLOBAL team member. • Contributes to the review of existing work processes and interactions; providing feedback and suggestions for consideration by your Manager, Head of Services and the wider team. • Shares information with team colleagues to help them in performing their work. • Participates in performance review and personal development processes to enhance own professional effectiveness and growth. 	<ul style="list-style-type: none"> • Participation in and contribution made to process improvement is evident • Commitment to achievement of performance and personal development goals is evident from periodic reviews undertaken in conjunction with Your Manager. • Staff retention above company target • Development plans for all account managers are prepared and managed. • Manages change effectively and efficiently.
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SALES / MARKETING:

Achieved By:	Performance Indicators:
<ul style="list-style-type: none"> • Achieving growth in existing and new client business • Promoting client loyalty and satisfaction 	<ul style="list-style-type: none"> • Growth achieved as per target in Sales Incentive Plan. • Customer satisfaction/feedback (i.e. bi-annual PayGlobal client satisfaction

	survey rating greater than or equal to 8.2 out of possible 10).
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GENERAL:

Achieved By:
<ul style="list-style-type: none"> • Health and Safety: Ensure that the Company’s Health, Safety and Environmental policies are complied with at all times and that HS&E is an integral part of all work practices. • Policies and Procedures: Comply with all company Policies and Procedures and meet legal requirements.

PERSON SPECIFICATIONS:

Qualifications	Experience	Knowledge and Skills
<ul style="list-style-type: none"> • Tertiary Qualified • Sales training/ qualification 	<ul style="list-style-type: none"> • Previous account management/sales experience • IT industry experience preferred 	<ul style="list-style-type: none"> • Proven leadership skills to manage diverse Sales team across a wide geographical region. • Proven experience managing projects and the associated risks for software implementations as a vendor. • Commercial acumen / skilled negotiator. • Experienced leader with vision and flexibility to initiate change where and when necessary. • Competitive and performance driven. • Proven leadership skills. • Customer focused. • Ability to identify and mitigate risks relating to new and emerging sales and service opportunities. • Proven strategic sales planning and execution. • Ability to interpret, extract and analyse financial information. • Ability to commit to extensive travel. • Knowledge/understanding of IT software products . • Skill at presenting or promoting products. • Excellent communication skills.

This position description is not intended to be a complete or limiting description of the functions that the employee may reasonably be requested to undertake.

Acceptance: Employee (Signed): _____

Manager: _____

Date: _____

PayGlobal's Values Are:

