**JOB DESCRIPTION**

**MANAGER, KEY ACCOUNTS**

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| **REPORTS TO**: | Manager, Strategic Relationships & Marketing |
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| **DIRECT LIAISON WITH**: | Key Customers |
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| **INTERNAL FUNCTIONAL RELATIONSHIPS:** | All Argus team members |
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| **EXTERNAL FUNCTIONAL RELATIONSHIPS:** | Customers  Contractors from other services |
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| **LOCATION:** | Auckland |
|  |  |
| **JOB DESCRIPTION VERSION:** | November 2022 |

1. **PRIMARY RESPONSIBILITY**

The Manager, Key Accounts visibly takes ownership of our portfolio of Key Account customers and their sites. The Manger, Key Accounts must ensure that customer needs are met and assist the operations teams with awareness of the customer needs, and provide the necessary information and resources to meet customer needs and expectations.

The Manager, Key Accounts must ensure that the growth and profit plan is achieved and that its customers and suppliers hold Argus in high regard.

This role requires day-to-day prioritisation and allocation of service work, exceptional attention to detail and emphasis on customer service.

To foster a culture of safety in the workplace, and ensure staff are trained and equipped to work safely, and in accordance with the Argus Pillars and customer safety policies.

All work must comply with New Zealand Standards, relevant statutory requirements and within best industry practices.

1. **KEY TASKS AND** **RESPONSIBILITIES**

* Regular visits to Key Account sites to assist with identifying issues and to provide solutions for issues identified.
* Provide estimates and quotes for issues and remedials identified on Key Account sites.
* Monthly reports to Key Account customers.
  + A copy is supplied to the Senior Manager allocated to the customer before being released to the customer, to allow review and an ability to contribute any further information.
* Attend, with the allocated Senior Manager, monthly meetings with the customer to ensure we are aware of any changes to our customers’ needs or new opportunities to add further value to both businesses.
* Ensure invoicing is kept up to date and invoiced on a regular basis.
* Ensure invoicing is completed to individual Key Accounts customer requirements. This will involve, but not be restricted to, ensuring accurate narratives are recorded on invoices and

any customer queries are resolved. The Key Accounts Site Manager may delegate this task to Administration, but still holds the responsibility.

* Provide clear and full instructions on all customer enquiries, in writing, as to what the query is and to whom the answer should be addressed.
* Respond to all enquiries (both debt related and technical) directly to the customer, unless agreed otherwise with the customer:
* Collate any technical details from the Service Coordinator or, if required, the relevant Manager.
* No credits or account adjustments are to be agreed with the customer unless previously discussed with the relevant Managers and approved in writing.
* Monthly reporting of financial performance of the individual Key Accounts to Operational Managers; including conversion rate of quoted / estimates on issues / remedial items.
* Act as a first point of contact for Argus’ team members for information and activity on the Key Account customers, and be recognised as the “centre of information “by all operational and customer-facing team members.
* Provide key account information and protocols for specific accounts and / or sites:
  + Enter this information into SmartTrade and maintain it when provided with new information.
  + Account Information:
    - Reports required;
    - Contract rates; and
    - Copy of the contract.
  + Site Information
    - Key contact;
    - Keys;
    - Hazards on site;
    - Customer requirements;
    - Inductions (if required);
    - Copy of the current BWOF; and
    - Copy of any prior alarm / FPIS surveys.
* Establish a process for routinely contacting, gaining market intelligence and debriefing relevant team members on relevant key account customers.
* Maintain Key Account database records and ensure reports are up to date.

1. **MEASUREMENT OF PERFORMANCE**

* Prompt turnaround of all enquiries, aiming at within 48 hours of receipt. If this is not possible, managing the enquirer’s expectations appropriately and delivering to the agreed timescale.
* Accurate, timely and relevant reports to meet individual Key Account customer requirements.
* Accurate, timely and relevant invoicing.
* Key Account debtors to be maintained below 60 debtor days.
* Achievement of individual Key Account customer contractual KPI’s.
* The retention of current Key Account customers (90 – 95%)
* Within one working day, record on Company Register relevant Key Account customer feedback (positive and negative), and within one working week ensure appropriate follow up is implemented.
* Minimization of Key Account customer complaints with the aim to achieve nil complaints.
* Achieve quarterly sales targets and profit margins against targets relating to Key Accounts.
* Maintain Key Account database records by ensuring any amendments are recorded within one working day of receipt of advice.
* Any identified safety incidents or near misses, are documented and reported within one working day.
* Accurate presentations / detailed proposals.
* 360O feedback from team members, contractors, suppliers and customers.
* Accuracy and efficiency of customer records, reports, documents and files.
* The ability to supervise others work.
* Compliance of the divisions’ procedures to ISO 9001.
* Proactive problem solving – the ability to identify / rectify any problems.
* Accuracy of word and data processing.
* Loyalty to the Argus Group.
* Personal development and currency of knowledge.
* A degree of cooperation with all teams in the Argus Group.
* Professional communication at all times.

1. **OTHER IMPORTANT ATTRIBUTES**

* Positive attitude towards work – must reflect Argus as good service agent.
* Capable, competent and have a good, polite positive manner at all times.
* Reliable, respectful, responsible to all parties concerned.
* Must be contactable at all times.
* Must be able to train and supervise junior / intermediate team members.