

## POSITION DESCRIPTION

### Position Information

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Position Title                     | Account Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Business Unit                      | PNZ – Packaging Southern                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Reports to                         | Sales Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Purpose of Position                | Account Management and New Business Development. Retain and grow business within the designated portfolio initiating, developing and maintaining customer relationships at all levels.<br><br>A key objective is to maintain an excellent supplier relationship via high quality product, account management excellence and by adding value at every opportunity.<br><br>The use of solution based selling techniques will be required in order to acquire new accounts within the region. |
| Business Unit of HR responsibility | PNZ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| # of People in BU                  | 115                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                            |                          |
|----------------------------|--------------------------|
| Number of Direct Reports   | 0                        |
| Number of Indirect Reports | 0                        |
| Operating Budget           | N/A                      |
| Sales Revenue              | \$10m personal portfolio |

### Key Accountabilities

#### 1. Financial

- Deliver budgeted sales and gross margins vs each year's budget targets for portfolio of customers
- Price increases implemented to recover costs and grow margin in conjunction with SM
- Grow sales through NPD and NBD
- Deliver margin improvement through:
  - Actively working on and delivering territory and personal margin improvement budget as agreed each year

#### 2. Operational

- Retain all current customers
  - Customer account plans in place and actioned
  - Contract renewals – completed minimum 3 months in advance of expiry
  - Ensure all contract terms are managed and actioned (eg annual price reviews)
- No debtors >90 days outside of terms without an action plan. Reviewed monthly (validation required)

- Aged stock addressed and Warehouse Agreements in place for all stock customers (validation required)
- Ensure prepress and dies are invoiced monthly and look to maximise the return
- Ensure Entertainment plans in place for key customers
- Demonstrate professionalism in all aspects of your role
- Sales related credits <0.2% of total sales
- Adhere to price signoff protocols as per PNZ pricing strategy
- SKU level margin analysis and improvement – monthly report/review by AM (as per Commercial Excellence)

### 3. Environment, Health, Safety & Risk

- Actively lead and contribute to a culture of safety first through attending all training, reading and acting on all EHSR communications, following all safety rules and procedures, and identifying/recording all hazards, discomforts, incidences, near misses or potential health and safety risks.
- Supporting colleagues 'do the right thing' in relation to EHSR and raising issues with others as appropriate.
- Ensure Better Business, Trade Practice Compliance and LMS training completed on time

### Preferred Attributes

- Great verbal and written communication skills
- Computer literacy – have the ability to produce excel spreadsheets, operate pivot tables and create customer presentations using PowerPoint.
- Drive for Results – setting high goals for personal/group accomplishment, using measurement methods to monitor progress toward goal attainment, tenaciously working to meet/exceed goals while deriving satisfaction from the process of goal achievement and continuous improvement
- Commercial/Financial – taking action to maximise contribution of own area of business to facilities profitability and growth, constantly looking for opportunities to improve business performance and growth, managing business operations to maintain competitive advantage, making decisions based on cost benefit analysis and a consideration of constraints/resources
- Exceptional time management and organisational skills, the ability to communicate across all levels of the business, flexibility, attention to detail, strong negotiation skills, experience in professional sales presentations and a customer needs approach to selling. Strong analytical skills would be an advantage
- Planning and Organising – establishing courses of action for self and others to ensure that work is completed efficiently
- Customer/Supplier Focus – making customers, suppliers and their needs a primary focus of one's actions, developing and sustaining productive customer/supplier relationships (internal/external)
- Managing and Monitoring – allocating decision-making authority and/or task responsibility as appropriate to others to maximise the departments and individual's effectiveness
- Self-Be confident and self-aware, Influence others, be passionate for success.
- Building Effective Teams or Contributing to Team Success – using appropriate methods and a flexible interpersonal style to help build a cohesive team, facilitating the completion of team goals, actively participating as a member of a team to help move the team toward goal accomplishment
- Continuous Improvement – proactively generating innovative solutions, trying different and novel approaches to deal with work problems and opportunities, originating action to improve existing conditions and processes, using appropriate methods to identify opportunities, implement solutions and measure impact

### Technical Requirements

|                       |                                                                                      |
|-----------------------|--------------------------------------------------------------------------------------|
| <b>Qualifications</b> | ○ None essential to the role                                                         |
| <b>Experience</b>     | ○ Senior Account Management and Technical Experience in the same or similar industry |

## Competencies

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| <b>Judgment</b><br><p>Effectively examines events, issues, and problems, and generates solution alternatives. Makes timely and sound decisions on everyday issues and problems by applying accurate logic, appropriate knowledge, expertise, and common sense.</p>                                                                                                                                                                                                                                                                                                                                       | <b>Choose Correctly</b> <ul style="list-style-type: none"> <li>▪ Addresses issues in a timely way.</li> <li>▪ Considers the impact or consequences of actions and decisions.</li> <li>▪ Uses existing rules and procedures to guide actions.</li> <li>▪ Uses logic and common sense when making decisions or taking action.</li> </ul>                                                                                      |
| <b>Focus On Customers</b><br><p>Builds and delivers customer-centred solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer-centred solutions that go beyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in partnership with the customer to drive the business forward.</p>                                                                                                                                                                     | <b>Serve the Customer</b> <ul style="list-style-type: none"> <li>▪ Addresses customer needs by involving the right people (resources) at the right time.</li> <li>▪ Asks questions to accurately identify customer needs.</li> <li>▪ Follows up with customers to ensure problems are solved.</li> <li>▪ Meets or exceeds customer service needs and reports barriers.</li> <li>▪ Seeks feedback from customers.</li> </ul> |
| <b>Execution</b><br><p>Manages work and work performance, holding associates accountable to effectively and efficiently complete work responsibilities. Demonstrates initiative, works to achieve results, meets or exceeds goals, acts on opportunities to create value.</p>                                                                                                                                                                                                                                                                                                                            | <b>Perform the Work</b> <ul style="list-style-type: none"> <li>▪ Asks questions to clarify assignments and priorities.</li> <li>▪ Deals with high priority work activities first.</li> <li>▪ Makes sure work is done correctly.</li> <li>▪ Surfaces problems and issues with speed and accuracy.</li> </ul>                                                                                                                 |
| <b>Results Orientation</b><br><p>Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.</p>                                                                                                                                                                                                                                                                                                     | <b>Strive for Results</b> <ul style="list-style-type: none"> <li>▪ Identifies what needs to be done and does it.</li> <li>▪ Puts in sustained effort to accomplish desired results.</li> <li>▪ Shows strong commitment to achieving results.</li> <li>▪ Works until tasks are completed.</li> </ul>                                                                                                                         |
| <b>Effective Communication</b><br><p>Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high-quality information between self and others and across the organization; encourages the open expression of ideas and opinions.</p>                                                                                                                                                                                                                           | <b>Communicate With Others</b> <ul style="list-style-type: none"> <li>▪ Communicates clearly and concisely.</li> <li>▪ Keeps others informed.</li> <li>▪ Listens carefully to others.</li> <li>▪ Provides appropriate level of detail in communications.</li> <li>▪ Writes with accuracy, simplicity, and completeness.</li> </ul>                                                                                          |
| <b>Establishing Trust</b><br><p>Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats all individuals fairly and with respect; behaves in accordance with expressed beliefs and commitments; maintains high standards of integrity.</p> | <b>Perform Ethically</b> <ul style="list-style-type: none"> <li>▪ Acts consistently with stated policies and practices.</li> <li>▪ Does not cover up problems or blame others for mistakes.</li> <li>▪ Does not disclose confidential information.</li> <li>▪ Is honest and direct in dealing with people</li> <li>▪ Meets commitments.</li> </ul>                                                                          |

## Authority

### Decisions:

- Management of activities to achieve territory targets
- Product development / pricing within agreed authority
- Identification of account growth opportunities
- Resolution of issues relating to delivery, quality, pre-production and customer satisfaction.
- Account activity
- Overall account strategy
- Account development
- Product development solutions and pricing

### Recommendations:

- Listen to customers issues and advise them on technical issues and make recommendations as to what types of products Oji produce that could be of benefit

## Relationships:

| Most Frequent Contacts | Nature or Purpose of Contact                                                                                                                                                                                          |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers              | Meeting Customers, addressing issues, getting forecasts, commercial discussions, price negotiations, business reviews, supply contract preparation and anything else that relates to Account Management 101 functions |
| Customer service Team  | Day to day customer service contact and support                                                                                                                                                                       |
| Accounts               | Management of account information, debtors, credits relating to your customer portfolio                                                                                                                               |
| Structural             | Clear communication of customer requirements as they relate to the supply of samples and technical information                                                                                                        |
| Production             | Interaction with all key departments where customer requirements need to be met – DIFOT, Quality, Technical related issues etc.                                                                                       |
| Pre-Press/Design       | Clear communication of customer requirements as they relate to the supply of samples and technical information                                                                                                        |

*The above is intended to describe the general nature and level of work and is not an exhaustive list of all responsibilities, duties and skills required; these may vary dependent on the requirements of the business. All staff may be required to perform reasonable duties outside of their normal responsibilities from time to time as required.*