

**Position Information**

Position Title	Account Manager
Business Unit	Packaging Northern (based in the Waikato)
Reports to	Northern Sales Manager
Purpose of Position	<p>Account Management and New Business Development for corrugated cases and solid fibreboard products. Retain and grow business within the Waikato and surrounding regions initiating, developing and maintaining customer relationships at all levels.</p> <p>Key customer interaction will be with varied customers receiving product made at our Auckland and Hamilton factories. These customers include large and smaller customers in a variety of sectors.</p> <p>A key objective is to maintain an excellent supplier relationship through account management excellence, managing account portfolio profitability and delivering high quality product service at every opportunity.</p> <p>The use of solution based selling techniques will be required in order to acquire new accounts within the region.</p>
Business Unit of HR responsibility	Packaging NZ

Number of Direct Reports	0
Number of Indirect Reports	0
Operating Budget	TBC
Sales Revenue	TBC

**Key Accountabilities**

**1. Operational Performance**

- Execute all key tasks to continuously improve the overall position of the company within the market place.
- Clearly understand target customer needs, then customise a profitable solution to meet those needs.
- Participate and implement new business acquisition techniques.
- Adhere to the business pricing policy.
- Understand customer needs, help design innovative solutions to meet and add value.
- Actively seek and commercialise new ideas and opportunities.
- Actively share market intelligence to relevant PNZ sales team members.

- Comply with all quality systems and procedures. Complete relevant documentation accurately and on time.
- Prepare monthly report on activity, sales, margins, development activity and market intelligence on your territory.
- Follow credit approval process.
- Other duties as assigned by your Manager.

## 2. Financial

- Execute a well-developed sales plan to ensure the retention of existing accounts, acquisition of new business, margin improvement and innovation to products and services.
- Identify margin improvement opportunities via customer audits.
- Deliver relevant price increases.
- Using margin reports, regularly review customer and product margins.
- Implement margin improvement targets set by the Sales Manager.
- Gain commercial understanding of product costing and pricing.
- Regular credit control review and action.
- Management of customer stockholding agreements.
- Review finish goods and take relevant action.
- Manage pre-press charge outs.
- Plan and manage all sales costs to budget.

## 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.

## 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>	<ul style="list-style-type: none"> <li>● Tertiary qualification in sales or marketing desirable but not essential.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Senior Account Management and Technical Experience in the same or similar industry</li> </ul>

### Competencies

<p><b>Judgment</b></p> <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>	<p><b>Exercise Professional Judgment</b></p> <ul style="list-style-type: none"> <li>● Applies accurate logic and common sense in making decisions and coming to conclusions.</li> <li>● Chooses courses of action or makes decisions that are consistent with policies, procedures, and rules.</li> <li>● Makes timely decisions on problems/issues requiring immediate attention.</li> <li>● Recognizes the implications and risks of actions and decisions.</li> </ul>
<p><b>Focus On Customers</b></p> <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>	<p><b>Meet Customer Needs</b></p> <ul style="list-style-type: none"> <li>● Accurately identifies customer requirements, expectations, and needs.</li> <li>● Addresses customer needs by involving the right people (resources) at the right time.</li> <li>● Continually searches for ways to improve customer service and remove barriers to service.</li> <li>● Follows up with customers to ensure problems are solved.</li> <li>● Seeks feedback from customers to identify improvement opportunities.</li> </ul>

<p><b>Execution</b></p> <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>	<p><b>Focus on Execution</b></p> <ul style="list-style-type: none"> <li>● Acquires the authority, support, and information needed to carry out work.</li> <li>● Anticipates and works to remove obstacles to achieving quality results in a timely manner.</li> <li>● Holds self accountable for complying with policies, procedures, and work requirements.</li> <li>● Prioritizes and balances time, actions, resources, and initiatives to ensure results are achieved.</li> </ul>
<p><b>Results Orientation</b></p> <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>	<p><b>Produce Results</b></p> <ul style="list-style-type: none"> <li>● Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.</li> <li>● Initiates timely action to address important issues.</li> <li>● Pursues initiatives/efforts to successful completion and closure.</li> <li>● Puts in persistent efforts to accomplish desired results.</li> </ul>
<p><b>Effective Communication</b></p> <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>	<p><b>Provide Professional Communication</b></p> <ul style="list-style-type: none"> <li>● Communicates information clearly, concisely, and professionally.</li> <li>● Listens carefully and attentively to others' opinions and ideas.</li> <li>● Prepares and delivers coherent and credible presentations.</li> <li>● Provides timely, relevant information to those who need it.</li> <li>● Tailors communication style and content to the audience.</li> <li>● Writes reports, documentation, and other written information clearly and thoroughly.</li> </ul>
<p><b>Establishing Trust</b></p> <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>	<p><b>Demonstrate Integrity</b></p> <ul style="list-style-type: none"> <li>● Acts in accordance 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>● Follows through on commitments.</li> <li>● Is honest and direct in dealing with people.</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
- Commercial decisions relating to maintaining the required level of service expectation of the customer

**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.*