

Position Description



Position	Account Manager	
Reports To	GM, Client Services	
Direct Reports	N/A	Key Stakeholders <ul style="list-style-type: none"> ▶ Clients ▶ Account Management Team ▶ Client Portfolio Management Team ▶ Information Technology Team ▶ Sales & Marketing Team
Purpose	<ul style="list-style-type: none"> ▶ The Account Manager, ITM is a member of the Account Management Team and is responsible for ensuring Aqua's (AQUA) ITM offerings and architecture are presented in the best light to prospects and customers, to evoke confidence in AQUA's technology infrastructure, and to assist in removing all technical objections in the sales cycle. This position will support the pre-sales efforts of both the Business Development (Australian & International) and Client Portfolio Management teams. 	
Tasks and Responsibilities	<ul style="list-style-type: none"> ➤ Understand the customer need and assist with set up AQUA demonstration site data and workflows to meet their functional requirements ➤ Present AQUA's technology infrastructure, including demonstrating deep familiarity with AQUA's hardware, software, networking and security stack ➤ Participate in all appropriate Account, sales, and procedural training and certification to acquire and maintain the knowledge necessary to be effective in the position ➤ Assisting BD & CPM teams to meet new revenue targets ➤ Assist with RFP responses & client proposals ➤ Partner with Business Development and Client Portfolio Management teams concentrating on the technical aspects of clients' requirements ➤ Serve as the subject matter expert in issues relating to AQUA Account functionality ➤ Ensuring that all AQUA staff have the right level of Account knowledge for their role 	
Key Result Areas (KRAs)	Financial <ul style="list-style-type: none"> ▶ Assisting with the achievement of overall new revenue targets ▶ Assist with targeted sales of AQUA Software as a Service (SaaS) Accounts to new & current clients 	Process <ul style="list-style-type: none"> ▶ Build and assist with the presentation of tailored demonstrations ▶ Assist with the writing of the technical aspects of ad-hoc sales documents and proposals
	Customers <ul style="list-style-type: none"> ▶ Develop and implement a flexible demonstration instance which meets all sales requirements ▶ Achieve client satisfaction targets ▶ Assist in developing and delivering presentations to target audiences as required 	People <ul style="list-style-type: none"> ▶ Maintain a high level knowledge of AQUA and competitors' Accounts, services and positioning in the Australian and International workforce management SaaS market ▶ Collaborate with, and take accountability for supporting the rest of the Sales & Marketing Team to achieve Team Goals. ▶ Champion Aqua values & culture.

Success Profile



Key Performance Indicators (KPIs)

<p>Financial</p> <ul style="list-style-type: none"> ▶ Revenue targets are achieved for new implementations for both new & current clients 	<p>Process</p> <ul style="list-style-type: none"> ▶ Process efficiency improvements identified ▶ Quality of training materials and communications ▶ Accuracy and completeness of Sales Demo Instance ▶ Contribution to development of sales materials/ Account demonstrations
<p>Customers</p> <ul style="list-style-type: none"> ▶ Assist with the successful acquisition of key accounts in target markets ▶ Positive feedback from clients regarding the demonstration of AQUA Accounts ▶ 100% accuracy and currency across all technical aspects of sales communications 	<p>People</p> <ul style="list-style-type: none"> ▶ Currency of own skills and knowledge of AQUA Accounts and services ▶ Currency of knowledge of AQUA competitor Accounts and services ▶ Team and stakeholder feedback ▶ Demonstrated behaviours reflect Aqua values

Technical Skills & Knowledge
(Desirable only if in italics)

Qualifications	Technical Skills & Knowledge	Experience
<ul style="list-style-type: none"> ▶ A tertiary qualification preferably in a technical related field. 	<ul style="list-style-type: none"> ▶ Excellence in written and oral English ▶ SaaS solution configuration skills ▶ Presentation skills ▶ Proven time management skills in a dynamic sales process ▶ Ability to work as part of a team to solve technical problems ▶ MS Word and Excel skills 	<ul style="list-style-type: none"> ▶ A minimum of 3-5 years experience in a similar client facing position ▶ Previous configuration experience of SaaS solutions

Competencies

Label	Definition	Level
Communication	Convey a message or theme in a logical and meaningful fashion. To enhance the awareness, understanding, attitudes and behaviour of the audience.	TL
Agility	Maintaining effectiveness while adjusting to a changing work environment, different audiences, varying tasks, responsibilities & priorities.	TM
Team Work	Working cooperatively and effectively with others to achieve shared goals	TL
Commitment to Learning	Actively seeking new ideas and different perspectives; continuously enhancing own knowledge and skills; understanding and applying new job related information	TL
Initiative	Acting of own accord; being proactive and self motivated; taking ownership / responsibility	TM
Quality Orientation	Ensuring that all worked performed is of a high standard and high level of attention to detail is applied	TM

Motivators

<p><i>Top Motivators available in this Position</i></p>	<ul style="list-style-type: none"> ▶ Achievement ▶ Business Impact 	<ul style="list-style-type: none"> ▶ Technical Expertise ▶ Money
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Values

Zing	Yes We Can	We Valyou
Integrity	Client Centric	Excellence