

Position Description – Client Manager

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|---------------------------------|--|---|--|
| DIVISION & TEAM | Customer | REPORTS TO | Director of Customer or Head of Customer NZ or Country Manager (or any other position as determined and advised by JSCL) |
| REF | CR4 CLM 2011 | | |
| FUNCTIONAL RELATIONSHIPS | <p><i>INTERNAL</i></p> <ul style="list-style-type: none"> Sales peers and colleagues Marketing Jade leadership and other stakeholders | <p><i>EXTERNAL</i></p> <ul style="list-style-type: none"> Clients and their partners External parties – research companies, industry associations and other influencers | |
| DELEGATED AUTHORITY? | N/A | IF YES, DELEGATED AUTHORITY AMOUNT | \$ N/A |

1. ROLE PURPOSE

- The core purpose of the Client Manager is to optimise client satisfaction and drive revenue growth from a set of accounts (both existing and prospects) to achieve assigned targets. You will do this through:
 - Being accountable for the day-to-day account management functions of a set of defined accounts (pipeline and forecast management, developing and executing effective strategic account plans; and
 - Creating, executing and leading new business development opportunities, closing the sale and generating new revenues for Jade.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Sales Strategy and Execution

- Will be accountable for all aspects of Jade's engagement with their client's business, but above all else for the execution of the sales strategy and the sales engagement process resulting in successful ongoing sales of Jade offerings.
- Will have significant input into the sales strategy and direction of their client's business working directly with Jade sales leadership and other external and internal stakeholders.
- Will develop and keep updated strategic account plans for selected clients; including an accompanying Governance and Engagement Framework as defined by Jade's sales practice.

Prospecting and Qualification

- To use contacts, market research and other appropriate sources to engage with organisations within the designated sectors and markets that Jade is targeting with its products and services.
- To qualify organisations on the prospect list to determine those with the greatest possibility of leading to the profitable sale of Jade products and services.

Completing the Sale

- To understand the client's procurement process and key personnel involved in the decision-making process - including customer procurement, internal coaches, gatekeepers and Executive contacts.
- To identify any issues and objections, and develop strategies to close the sale taking into account key customer drivers (regulatory issues, organisational politics, etc) and utilising appropriate Jade resources to overcome these obstacles (including Exec to Exec relationships).
- To share any insights of the client win and the sales process (issues encountered, lessons learned, areas for improvement identified, and so on) to all relevant internal parties (Sales, Marketing, Product & Technology, Delivery and so on).

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- To assist with subsequent client activities – including negotiation of agreements, signing of contracts and post-sale activities (including win announcement, case study, client reference etc) with the client and Jade stakeholders.

Ongoing Client Engagement

- Lead or assist with ongoing client engagement to optimise client satisfaction and drive further engagement and sales from the Jade product and service portfolio – eg: business reviews, customer satisfaction (NPS) and so on.
- To maintain records and minutes of all significant meetings and communications with the client in the appropriate Jade systems or shared repositories.
- To keep sales pipeline and forecasting systems up-to-date at all times so Jade’s sales leadership can maintain an accurate view of the current status and future state of all sales opportunities.
- To assist with ongoing client activities as required – eg customer satisfaction issues, dispute escalations, debt recovery

Collaboration

- At all times, the Client Manager will work effectively and collaboratively with customers – viewing them as business partners, not as a normal ‘supplier-purchaser’ relationship
- The Client Manager will collaborate with internal peers and colleagues across the wider sales team and Jade business to foster a culture of high performance sales at Jade.

Jade Values and Culture

- You know our values, what they mean to us and behave in line with them
- Feedback regarding your behaviour in line with the values from your stakeholders is positive and you seek feedback on areas where you might feel challenged
- You keep up to date with our vision and purpose, strategies and priorities. You ask questions if you don’t understand and challenge when you have different ideas
- You behave in line with our policies, procedures and legislative obligations

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives
- You understand and comply with our safety and wellness policies and procedures including emergency procedures
- Report all accidents and incidents, including discomfort and near misses promptly
- You keep your work area tidy and clear of clutter and hazards

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

| | ESSENTIAL | PREFERRED/DESIRABLE |
|--|---|--|
| Education/ Training | <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • A relevant tertiary qualification is preferable. |
| Experience/ Knowledge/ Skills | <ul style="list-style-type: none"> • 5+ years in an IT enterprise or digital software sales role. • A demonstrated track record of successfully selling IT software and solutions, from lead generation, pipeline and forecast management through to developing and executing strategic account plans and closing the sale. • Passionate about transforming businesses through digital innovation & process automation. • Skills in crafting account plans and prioritising sales activities. • A high level of business and commercial acumen. • Ability to effectively engage with diverse audience. • Initiative, yet consultative and able to work well within a diverse & cross-functional team. • Excellent communication (spoken and written), presentation and negotiation skills • A strong focus on providing brilliant, collaborative client service and satisfaction. • Ability to build strong relationships and provide excellent support to others internally and externally. • Resilience and perseverance in challenging situations. • Strong organisational skills. • The ability to travel as required. | <ul style="list-style-type: none"> • Experience working with service delivery and project teams. • Strong personal and professional networks in the markets that Jade is targeting. • Industry or sector knowledge in the markets that Jade is targeting. |