

First Schedule - Job Description

Name:	TBA
Position:	Account Manager
Reporting To:	Managing Director
Hours of Work:	8.30am-5.00pm

Primary Responsibility:

The Account Manager is responsible for building relationships with existing customers of Courier Solutions Limited. The foundation of this relationship is based on providing service solutions to our customers. Increasing sales and growing the account base is the Account Managers primary responsibility.

This is a field sales position that requires daily travel to customer premises and will involve travel within New Zealand (most regularly, Auckland) on a regular basis.

General Responsibilities:

- In conjunction with Managing Direct creates a call schedule with a sales growth strategy for current accounts.
- On a weekly basis plans, schedules and implements a call cycle to optimise opportunities with existing customers.
- Exhibits strong product knowledge of Courier Solutions and uses that knowledge to upsell services to existing customers.
- Utilises all available data sources to assess customer needs, buying patterns, best product opportunities and incorporates that knowledge into an effective PR call.
- Leverages knowledge of the courier industry and competitor information to improve current sales results.
- Track monthly sales results from reports provided and report to Managing Director on progress.
- To adhere to company policies and procedures as set out in company manuals.
- Work with and support fellow sales personnel in any situation that may result in future or potential business for the company.
- Maintain a high level of product knowledge and keep up to date on changes within the business.

- Communicate and support all team members and keep the Managing Director informed of all day-to-day activities pertinent to the customers under their care.
- Take any necessary action as deemed appropriate by the Managing Director to maintain or improve individual performance.
- Utilises technology to maximize efficiency and productivity.
- Maintain accurate and up to date records on calls made and action taken.
- Be responsible for the security of any company documents that may be placed in your possession and upon request return them promptly.
- To attend and be punctual at all requests for sales meetings and be prepared with any information you may be asked to supply and show a keenness to participate in all facets of business discussion.
- To maintain a professional image at all times. This includes keeping the company vehicle clean and tidy and a high standard of business attire.
- To respond promptly to all customer requests, queries, and in particular all sales leads.
- To perform any other reasonable duty that may be required of you from time to time.

OVERRIDING DUTY:

The overriding duty is to ensure that you act in the best interests of Courier Solutions Limited and its brands at all times. Care is necessary to ensure that all clients, matters and tasks are dealt with in such a way that the company's position is protected and enhances on all occasion. Care is to be taken to ensure that all reasonable steps are taken in this regard.