

## POSITION DESCRIPTION

# Head of Account Management

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



## POSITION DESCRIPTION

<b>Title</b>	Head of Account Management	<b>Location</b>	Melbourne or Launceston
<b>Report to</b>	General Manager, Education	<b>Direct report(s)</b>	Account Management team

### The purpose of this role

The purpose of this role is to lead our account management team. This role focuses on partnering with our SME clients, whilst building our capability for our Enterprise clients. You will develop and execute strategies for increased product utilisation, client retention, and account growth.

### The key responsibilities of the role

Specifically, the Customer Support Agent will:

- Mature a high performing account management function supporting SME clients, and build capability to support Enterprise-sized clients
- Develop and execute strategies that increase product utilisation, client retention, advocacy and grows share of wallet
- Develop account management methodology and process to achieve sales plans, targets and incentives
- Set targets, monitor, course correct and mature forecasting accuracy
- Establish and nurture new and existing partner relationships
- Collaborate with our product, sales, professional services and marketing teams to develop initiatives to support growth and retention of existing clients
- Collaborate across our group structure and with internal business teams to feedback market and customer insights to drive continued product and service development
- Coach and mentor an account management team



## The ideal candidate will have these:

<b>1. Skills</b>	<ul style="list-style-type: none"><li>• Strong leadership – Comfortable rolling up sleeves, leading by example and coaching and mentoring team members</li><li>• Strong understanding of Account management and client success principles and experience executing a strategy that leads to increased product engagement, client retention and share of wallet growth.</li><li>• Inspirational leader that can motivate a team to be client focussed, demonstrate value, solution sell and exceed results</li><li>• Proven ability to influence and work within a matrix structure to drive aligned priorities and objectives for shared outcomes</li><li>• Operational execution, with ability to develop methodology and process, and obtain buy-in to move towards best practice</li><li>• Confidence operating with data and believes in the use of data to inform strategy and decisions</li><li>• Excellent communication and influencing skills and can work at all levels within an organisation</li><li>• Strong commercial acumen and ability to negotiate win-win outcomes for clients and the organisation</li><li>• Strong relationship building skills (Internal and external) and can work with individuals in all areas and experience levels</li><li>• Self-starter, quick thinker and outcome oriented – Can quickly identify key priorities and drive towards delivering tangible outcomes.</li></ul>
<b>2. Experience</b>	<ul style="list-style-type: none"><li>• Previous experience growing and leading teams responsible for account management and client success in SaaS environment, supporting SME and Enterprise sized clients</li><li>• Proven experience crafting and executing strategies to improve client retention and grow 'share of wallet' in a SaaS environment by being a player and coach</li></ul>