

POSITION DESCRIPTION

Senior Account Manager

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

Title	Senior Account Manager – Procurement Solutions	Location	Australia
Report to	GM Sales & Growth / Head of Account Management	Direct report(s)	N/A

The purpose of this role

As a true SaaS business, we are obsessed with making customers feel valued. As a Senior Account Manager, you will develop long-lasting relationships with existing clients that offer high levels of value for them and lead to increased client engagement, product adoption, revenue growth and retention for us.

As a Senior Account Manager for our Sourcing and Contract Lifecycle Management Solutions, you will build and maintain relationships with government and to drive engagement, product adoption, and revenue growth.

The key accountabilities of the role

Business Performance and Growth: The Senior Account Manager – Procurement Solutions is primarily accountable for managing existing and new strategic customers across key segments. They are responsible for maintaining and growing existing customer revenue by driving the adoption of additional products and services, whilst identifying and pursuing new opportunities for our core products and solutions in existing and new segments.

Customer Success and Satisfaction: They are responsible for building strong, trusted relationships with customers, understanding their needs, and ensuring the delivery of our products and services continue to meet the needs of Government and highly regulated industries for sourcing and contract lifecycle management. Collaboration with internal teams is key to delivering fit-for-purpose solutions that align with the broader company objectives and the specific demands of the customer base.

The key responsibilities of the role

- **Customer Relationship Management:**
 - Cultivate strong, trusting relationships with key clients.
 - Serve as the primary contact for client inquiries, escalations, and strategic discussions within the sectors.
 - Understand the broader needs, objectives, and challenges of the segments to offer tailored procurement solutions.
 - Ensure regular communication with clients to provide updates, gather feedback, and ensure satisfaction.
- **Territory Strategy and Growth:**



- Develop and execute territory-wide business strategies to meet revenue targets and growth goals.
- Identify opportunities for upselling or cross-selling additional products or services across the customer base.
- Collaborate with internal teams to deliver solutions that are aligned with the needs of the entire territory.
- Proactively monitor the health of the accounts and address any issues to prevent churn.
- Identify and own opportunities for Sales into new accounts.
- **Project Oversight & Delivery:**
 - Act as a liaison between clients and internal teams, facilitating communication and managing expectations on a territorial level.
 - Provide guidance and support to project teams to address any issues or challenges that arise during project execution across the region.
- **Performance Tracking and Reporting:**
 - Monitor key metrics such as revenue, retention, and satisfaction levels across the territory.
 - Analyse data to uncover trends, opportunities, and areas for improvement within the territory.
 - Produce regular reports and presentations summarising performance for clients and internal stakeholders.
- **Market and Competitive Analysis:**
 - Stay updated on industry trends, market shifts, and competitor activities within the sectors for Procurement Solutions.
 - Utilise market insights to anticipate client needs and discover innovation opportunities in Government and regulated industries.
 - Share pertinent information with internal teams to influence strategic decision-making and product development efforts.

The ideal candidate will have these:

1. Skills

- Excellent communication, presentation, and workshop facilitation skills
- Be comfortable to adapt and multi-task in a fast-paced environment
- The ability to build and maintain positive relationships with clients, understand their needs, and manage expectations to ensure client satisfaction and project success. Strong attention to detail in handling business development leads and managing projects from lead to delivery.
- Business Development skills - managing long-term pursuit opportunities along with opportunistic tender responses and customer growth and development.
- Results-driven mindset with a commitment to achieving targets and delivering value to clients.
- The ability to identify the requirements of the business and craft a solution from our core products and services.
- Highly organised with ability to plan communication cycles and touch points across your portfolio in a frequent and consistent manner.
- Be comfortable to adapt and multi-task in a fast-paced environment
- The ability to build and maintain positive relationships with clients, understand their needs, and manage expectations to ensure client satisfaction and project success.



	<ul style="list-style-type: none">• Effective negotiation skills for resolving conflicts, managing stakeholder expectations, and reaching consensus on project scope, timelines, and resource allocation.
2. Knowledge	<ul style="list-style-type: none">• Knowledge of Sourcing, Contract, and Strategic Procurement solutions in Government and regulated industries.• Understanding of government operations, regulations, procurement processes, and budgetary constraints is crucial.• Knowledge of government procurement procedures, including RFP processes, contract negotiation, and vendor selection criteria, is necessary.• Ability to articulate the value proposition of our enterprise solutions tailored to the specific needs and challenges of customers.• Strong interpersonal and communication skills for building engagement with government decision-makers and conveying the benefits of our enterprise solutions.
3. Experience	<ul style="list-style-type: none">• Proven enterprise software and complex solution sales experience into government and enterprise customers• Previous experience working within or selling to government agencies, understanding their unique challenges and decision-making structures.• Specific experience selling enterprise software solutions into government customers.• Deep knowledge of contract lifecycle management, sourcing, tendering, and strategic procurement in Government or similar industry segments• Proficiency in negotiating complex contracts and agreements with government clients, navigating procurement procedures and compliance requirements.• Strong networking skills and the ability to build and maintain relationships with decision-makers and key stakeholders. <p>Experience collaborating with cross-functional teams to deliver comprehensive solutions and support to government clients.</p>