

## POSITION DESCRIPTION

# Snr 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

<b>Title</b>	Senior Account Manager, TAS – Local Government	<b>Location</b>	Tasmania
<b>Report to</b>	Head of Account Management	<b>Direct report(s)</b>	N/A

### The purpose of this role

As a true SaaS business, we are obsessed with making customers feel valued. As a Territory Business 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.

### The key accountabilities of the role

The Senior Account Management is accountable for fostering and maintaining strong relationships with key clients within their designated territory, serving as their primary point of contact for inquiries and strategic discussions. This role is critical in driving revenue growth by developing and executing territory-wide business strategies, identifying opportunities for upselling or cross-selling, and ensuring the successful delivery of solutions that meet the regional market's needs.

The Senior Account Manager will monitor performance metrics not just for individual accounts, but for the entire territory, analyzing market trends and competitor activities to inform strategic decisions. They will also be responsible for proactive risk management and issue resolution on a territorial level, ensuring that any challenges are addressed promptly and effectively.

Collaboration with internal teams is key to delivering tailored solutions that align with the broader company objectives and the specific demands of the territory. The Senior Account Manager must lead these efforts, ensuring that all team members are working cohesively towards common goals.

Overall, the Senior Account Manager plays a vital role in driving client satisfaction, revenue generation, and strategic alignment within the Government team, with a specific focus on maximizing the business potential of their assigned territory.

### The key responsibilities of the role

- **Territory Relationship Management:**
  - Cultivate strong, trusting relationships with key clients across the territory.
  - Serve as the primary contact for client inquiries, escalations, and strategic discussions within the region.



- Understand the broader needs, objectives, and challenges of the territory to offer tailored solutions.
  - Ensure regular communication with clients across the territory 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 region.
    - Collaborate with internal teams to deliver solutions that are aligned with the needs of the entire territory.
    - Proactively monitor the health of the territory's accounts and address any issues to prevent churn.
    - Identify and own opportunities for Sales into new accounts across the region.
  - **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 summarizing performance for clients and internal stakeholders.
  - **Market and Competitive Analysis:**
    - Stay updated on industry trends, market shifts, and competitor activities within the territory.
    - Utilize market insights to anticipate client needs and discover innovation opportunities across the region.
    - Share pertinent information with internal teams to influence strategic decision-making and product development efforts.
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## The ideal candidate will have these:

### 1. Skills

- The ability to identify the requirements of the business and instinctively come back with a solution.
  - Highly organised with ability to plan communication cycles and touch points across your portfolio in a frequent and consistent manner.
  - Excellent communication, presentation, and product demoing 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
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	<p>business development leads and managing projects from lead to delivery.</p> <ul style="list-style-type: none"><li>• The ambition to grow and develop existing client relationships through exceptional service and product counsel.</li><li>• Effective negotiation skills for resolving conflicts, managing stakeholder expectations, and reaching consensus on project scope, timelines, and resource allocation.</li></ul>
<b>2. Knowledge</b>	<ul style="list-style-type: none"><li>• Understanding of government operations, regulations, procurement processes, and budgetary constraints is crucial.</li><li>• In-depth knowledge of ERP systems, including their features, functionalities, and implementation processes, is essential.</li><li>• Knowledge of government procurement procedures, including RFP processes, contract negotiation, and vendor selection criteria, is necessary.</li><li>• Ability to articulate the value proposition of ERP solutions tailored to the specific needs and challenges of government agencies.</li><li>• Understanding the competitive landscape, including other ERP vendors targeting government clients, their offerings, and pricing strategies.</li><li>• Strong interpersonal and communication skills for building rapport with government decision-makers and conveying the benefits of ERP solutions.</li></ul>
<b>3. Experience</b>	<ul style="list-style-type: none"><li>• Proven B2B sales experience, preferably selling software solutions or technology services to government clients.</li><li>• Previous experience working within or selling to government agencies, understanding their unique challenges and decision-making structures.</li><li>• Specific experience selling ERP solutions or similar enterprise software to government organisations, with a track record of successful sales.</li><li>• Proficiency in negotiating complex contracts and agreements with government clients, navigating procurement procedures and compliance requirements.</li><li>• Strong networking skills and the ability to build and maintain relationships with government decision-makers and key stakeholders.</li><li>• Deep knowledge of the ERP software market, including key players, competitive landscape, industry trends, and emerging technologies relevant to government organisations.</li><li>• Experience collaborating with cross-functional teams to deliver comprehensive solutions and support to government clients.</li></ul>