

Customer Service Account Manager

Position Description

Infrastructure Industry Training Organisation Inc.



At Connexis, it's not about us – it's about the people we serve. In everything we do, we believe in making a positive difference in the lives of New Zealanders, in our communities and in the businesses that support our communities. We're about building great foundations for New Zealand.

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| POSITION TITLE | Customer Service Account Manager | POSITION SUMMARY The purpose of this role is to enable, support and promote the appropriate training and qualification of customer company staff and apprentices. The Customer Service Account Manager is the key role in the growth of a skilled workforce through qualification uptake and the achievement of credits and qualifications on the National Qualifications Framework, taking full responsibility for their territory through local customer relationships and delivery of service. |
| LOCATION | Dependent on requirements | |
| REPORTS TO | Customer Service Area Manager | |
| TEAM RESPONSIBILITY | Nil | |
| BUDGET | Nil | |
| DELEGATIONS | Nil | |
| KEY CONTACTS | <ul style="list-style-type: none"> Other Connexicans Trainees Employers Assessors Core Training Providers Industry Companies Other ITOs Connexis members, customers, and potential customers | |

| CORE RESPONSIBILITIES | |
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| Account and Trainee Management | <ul style="list-style-type: none"> Manage and continuously improve relationships with companies, trainees, industry and partners Manage call cycles and appointments Engage in quality face-to-face appointments with companies, trainees, industry and partners with follow up communication Achieve continuing uptake in trainees and apprentices from existing customers per annum Manage trainee career pathways and training progression by assisting employers and trainees to plan skill development and training, complete training agreements, identify suitable training solutions, monitor achievement against agreed training plans and arrange off-job and on-job training and assessment Ensure relevant Education Performance Indicator (EPI) targets are achieved by setting time bound goals for trainees to complete their training programme on time. Deliver forecasted individual numbers Execute new product launches and promotional activities within territory Update and manage reporting within the Connexis CRM, including NZA reports where required for submission to TEC |
| Business Development and Industry Promotion | <ul style="list-style-type: none"> Participate in industry/Connexis events throughout the calendar year Achieve continuing growth within territory from new customers Engage - employers to uptake training Engage - employers to participate in ongoing career promotional activities that build pipeline into industry – such as; <ul style="list-style-type: none"> 2 x Gateway trainees |

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| | <ul style="list-style-type: none">○ School Trade evenings○ GWHV○ Trades Academy● Network your territory across all sectors to hold strong relationships, build the Connexis brand and associated brands. |
| Financial Reporting and Administration | <ul style="list-style-type: none">● Attention to detail and accuracy in administrative activities● Manage up to date, appropriate and accurate data within CRM● Able to schedule appointments in advance● Manage expenses within budget and according to company policy● Reporting delivery on time and with quality information |
| TORK Values and Behaviours (Team, Own, Real, Kind) | <ul style="list-style-type: none">● Consistently demonstrate the TORK behaviours when completing work and engaging with customers, colleagues and others:<ul style="list-style-type: none">○ Team – work as one team○ Own – take ownership○ Real – be real and realistic○ Kind – be kind and courteous to colleagues and customers.● Celebrate the TORK behaviours within your team and wider Connexis team. |
| Other | <ul style="list-style-type: none">● Undertake any other duties as reasonably required from time to time. |

KNOWLEDGE AND EXPERIENCE REQUIRED

- Strong background in account management, relationship building and consultative sales
- A background in adult learning or education an advantage
- Strong customer service ethic and passion for helping New Zealanders
- A team player attitude – willing to work co-operatively with others and actively commit to being part of a team
- A proactive, practical results orientation
- A strong attention to detail and a quality focus
- A flexible nature and ability to respond effectively to changes in the work environment
- The ability and desire to handle setbacks and failures in a positive manner
- Proficient in the use of all Microsoft Office Suites.