

BUSINESS ACCOUNT MANAGER

UPPER SOUTH LIMITED



Spark Business Hubs offer comprehensive cutting-edge telecommunication solutions to help businesses to thrive in our community. We provide internet, data, voice, mobile, and fixed line services that meet the needs and expectations of our local business customers.

At all levels our team strive to build and maintain strong relationships with the local business community. These relationships are built on trust that our brand, products and services will anticipate and deliver what business' needs to prosper.

We understand how business works and what it takes to succeed. Typically our customers are like-minded, small to medium sized businesses who we are able to visit on premise and offer solutions via face to face account management. This way they can focus on running their own business.

We are an equal opportunity employer that recognises and rewards outstanding performance. We are also a team that enjoys what we do! Our workplace is fun to work in, high achieving, supportive and vibrant. We are proud of our dynamic industry, our Spark partner and our local story.

WHO YOU REPORT TO AND WHO REPORTS TO YOU

- You report to the Spark Business Manager for Spark Business Tasman.

WHAT YOU'RE RESPONSIBLE FOR

The Business Account Manager position is a pivotal role in the Spark Business Hub. The role will be primarily focused on contacting and selling to Business customers in the Spark Business Hub Tasman territory. This will be achieved by utilising well developed organisational skills, offering a suitable solution for the customers' business, making sales and delivering high quality customer service.

As a Business Account Manger you will consult with small business customers to sell the full range of Spark products and services, including fixed, mobile and broadband. The key to successful sales is through a focus on daily activity levels, building a sales pipeline and being effective at closing sales. You will be required to generate you own sales leads through outbound telemarketing and to visit the customer in their premises. Ongoing support of the customer with assistance in areas such as billing and repairs will be required.

Specifically, (and not limited to) the role is responsible for the following:

CUSTOMER SERVICE AND SALES

- Achieve and exceed the minimum requirements of the role including all targets and KPIs

POSITION DESCRIPTION

- Time Management – effective in organising and prioritising own tasks and workload
- Efficient and considerate when making diary appointments and allocating time
- Attention to detail. Notices and corrects work for errors, omissions and inconsistencies, and works hard to ensure sales administration is accurate and complete
- High levels of tenacity and work motivation. Works well in a fast paced and dynamic work environment. Takes ownership and personal responsibility for mistakes or omissions. Does what it takes to see work through to successful completion
- Optimistic and Creative. Ability to apply positive and creative solutions to solving problems and overcoming obstacles
- Flexible and adaptable to meet needs of a dynamic and changing work priorities
- Achievement orientation. Shows initiative and is a self starter
- Team player. Support others in the workplace, show kindness and consideration
- Hold a full, current and clean New Zealand Drivers License and be prepared to drive vehicles where required as part of role
- Ability to travel to fulfil job requirements
- Welcomes and values diversity and contributes to a work team that acknowledges, respects and accommodates differences
- Recognises and respects the needs of our customers and the importance of these relationships to our business
- Supports and advocates for the industry and our key partners (e.g., Spark, Gen-i)

OUR VALUES

Our values define how we act every day and help empower us to challenge traditional decision-making structures, own tough choices, and make the right decisions faster.



We're nothing without our customers, so first think about what they need. Listen when they speak. Put yourself in their shoes. Ask questions to check you understand. Take every opportunity to improve their experience. Can we do this better?



There are no bad ideas, so keep your mind open, look at things from as many different angles as possible. Remember diversity breeds creativity. Work as a team, pull together, include others and get amongst it. Invest in new ideas and ask questions. Never stop learning.



Remember that you're in this because you have something to offer. Seize opportunities and be confident. Take charge, see things through, inspire others. Challenge constructively. Do your bit, and bring your ideas to the table.

POSITION DESCRIPTION