



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

- Be well informed about current industry trends, competition and competitive offerings and issues
- Develop and maintain positive relationships with customers by understanding their business and industry; what drives them, how they are performing, and where are they going
- Solve customers' business telecommunications issues by analysing business needs and ensuring that appropriate solutions are sold
- Provide accurate forecasts of sales opportunities and resource requirements
- Articulate and negotiate value propositions and differentiate against competitive offerings
- Negotiate and close sales in a timely manner
- Ensure that there is high level of customer service offered at all times
- Complete customer contracts and paperwork in a tidy, timely and professional manner
- Build business relationships with customers over time and establish regular contact (e.g. sales follow up call)
- Identify opportunities to up sell and on sell products or services with every customer contact
- Manage a customer and prospect base to maximise cross sell and retention
- Complete the sales checklist, asking suitable questions and obtaining the required information as outlined in standard sales procedure manual
- Effectively handle any customer complaints to ensure customer satisfaction, involving the Spark Business Manager if necessary
- Ensure all customer interactions and data are kept up to date in CRM
- Attend all appointments that you make
- Utilise CRM system as primary tool to manage, research, track, record and optimise product and service offering and customer satisfaction
- Assist the Sales Manager to achieve Hub targets
- Report sales to the Sales Manager as requested
- Implement strategies to acquire new customers. For example: conduct database searches; direct approaches; maximise opportunities for retail sales (e.g., accessory sales); and informal networking
- Effectively handle any customer complaints to ensure customer satisfaction, involving the Spark Business Manager if necessary

COMMUNICATION

- Prepare accurate and timely Weekly Sales Reports
- Prepare and participate constructively in one-on-one daily meetings with Spark Business Manager and Weekly Sales Meetings
- Ensure delivery of friendly, positive, professional, and timely verbal communication and written correspondence to both internal and external customers

HUB PRACTICES & STOCK PRESENTATION

- Follow policies and procedures as instructed by Upper South Limited and Spark
- Maintain business hub (including demonstration, meeting room and retail facilities) in a clean, organised and presentable manner; attend to general workplace housekeeping as required (e.g., vacuuming, cleaning and tidying)
- Ensure business Hub inventory levels and point of sale material is maintained at agreed levels and optimally presented

PRODUCT KNOWLEDGE & PROFESSIONAL DEVELOPMENT

- Showing professionalism and a high standard of product knowledge during all sales procedures including being able to hold effective technology based conversations with customers' IT/ICT people
- Attend and participate in regular staff meetings as requested to receive updates on promotions, new procedures, products and Hub performance. Also to provide information on own performance, e.g. wins, trials and solutions to problems found
- Keeping up to date with new products, services, procedures and reading all dealer informers

POSITION DESCRIPTION

- Continuously up skill your ICT Knowledge
- Complete and maintain Spark Accreditation Training
- Utilise on-line industry training tool 'Excelerate'
- Maintain and seek out opportunities for development of industry and product knowledge (e.g., attend meetings, product demonstrations and seminars)
- Work with Manager to identify areas for professional development and up-skilling in relation to role

GENERAL RESPONSIBILITIES

- Help to positively shape the culture of team by influencing and modelling behaviour, actions and communication that is consistent with our company vision and values
- Fulfil other reasonable duties as may be required from time to time to meet the goals of the position and wider team
- Adopt healthy and safe work practices. Strive to act and promote behaviour that is consistent with our Health and Safety policy, principles and practices
- Undertake all work in a safe manner and follow all company and workplace health & safety procedures
- Identify new hazards and advise the Spark Business Manager or workplace health & safety representative within 24 hours of identification
- Accurately report incidents and accidents to the Spark Business Manager or workplace health & safety representative as soon as possible

WHO YOU WILL GET ON WITH

- Sales Support team and Customer Service staff
- Sales Representatives
- Hub Sales and/or Branch Manager
- Senior Management (including Directors)
- P & L team
- Spark Business Hub and Retail customers
- Spark Support Partners (technicians, service providers and product representatives)

WHAT SKILLS, ATTRIBUTES & EXPERIENCE YOU NEED

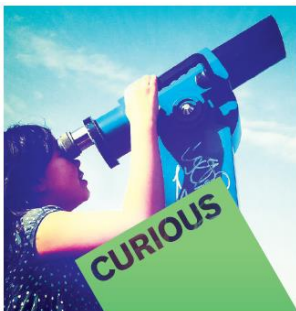
- Excellent "qualification and needs" analysis skills via the phone
- Advanced level of competence in systems and procedures such as word processing, office procedures, file management, records and database management. Professional presentation of information using Microsoft software
- Demonstrates strong customer service orientation. Successful track record in building and maintaining positive customer networks. Experience in customer needs assessment, meeting quality standards for service, and actively looking for ways to help people. Researches and evaluates levels of customer satisfaction and identifies areas for potential improvement
- Trained and/or knowledgeable in the techniques associated with active listening
- High level of technological / computer literacy – demonstrates training, experience and/or knowledge to adapt to various databases including Excel and Spark systems such as ICMS, Mnet, and Microsoft Dynamics CRM
- Technologically savvy – genuine interest and affinity with the technology and telecommunications field
- Verbal communication – able to present information in a clear and effective manner over the phone and face-to-face; demonstrate active listening techniques and adapt style to meet needs of differing audiences
- Sound written and verbal comprehension ability – understand, convey and communicate written information effectively
- Use appropriate levels of persuasion to promote Spark products and services

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

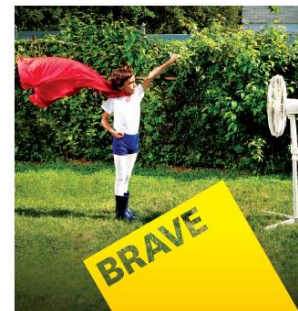
Our values define how we act every day and help empower us to challenge traditional decision-making structures, own tough choices, and make the right decisions faster.



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