

Position Description	
Account Manager – Mid Market APAC	
REPORTS TO:	Vice President Global Sales
DIRECT REPORTS:	N/A
EMPLOYMENT CONDITIONS:	Contract of Employment
TENURE:	Permanent full time
LOCATION:	TBC
START DATE:	TBC

Context

Established in 2014 HammerTech, provides quality and safety solutions to the construction industry and is experiencing rapid growth due to the successful implementation of its products on major construction sites in Australia and the Pacific, and in North America. The company will soon expand its operations further.

HammerTech is a dynamic and innovative company with a team focus where we build safer, smarter, better – together. Our workforce is committed to individual and team empowerment so that our innovative approach is sustained, the growth in our capability is continuous and we excel in enhancing safety in the construction industry.

To support the significant growth and development of the organisation, the expertise and capability of an experienced and dynamic Account Manager is required to ensure we efficiently retain, uplift and collect payment from our install base clients whilst continuing to deliver exceptional customer service.

1. Job Purpose

The Account Manager is responsible for working collaboratively with HammerTech Account Executives and Sales leadership to:

- Instigate all renewal discussions with clients a minimum of 6 weeks prior to active contracts expiring
- Determine customer health by analyzing usage reports and working closely with our Customer Success Team
- Identify clients where fees may need adjusting (i.e. long term price hold coming to an end) and negotiate uplift/fee increases and other commercial terms accordingly
- Administer the renewal cycle through to contract creation and deployment, keeping our Salesforce CRM updated with accurate customer details
- Meeting and exceeding a quarterly growth quota
- Following up on any outstanding invoices owed by clients (this will also include our US based customers)
- Ensure our billing amounts for clients are kept up to date in our subscription management system SaaS Optics

2. Communication Requirements

Sales team

Marketing team

Clients

Customer Success

3. Level of Authority

As delegated by the CEO

4. Special Requirements of the Position

1. Criminal History Records Check
2. Outstanding integrity and capacity to maintain strict confidentiality
3. Flexibility of hours to meet operational requirements of the business
4. Willingness to travel as required

5. Job Competency Requirements

Qualifications and Experience

1. 1-3 years' experience in sales, sales operations, business development or similar role (preferably software as a service/SaaS or IT services)
2. Excellent ability to demonstrate initiative, work independently and show accountability
3. Capability to be coachable and to be able to seek/receive feedback as necessary
4. Demonstrated ability to deliver on targets and meet deadlines
5. Experience in SaaS business development, sales in construction or related industry desired
6. Experience working with Salesforce, Outreach, SaaS Optics or other CRM desired

Skills and abilities

1. Excellent communication and negotiating skills
2. Excellent interpersonal skills
3. Excellent client services skills and the capacity to easily build rapport and establish relationships with prospects and client
4. Strong organizational and time management skills
5. Excellent listening skills and the capacity to probe and clarify to get a real sense of customer's needs
6. Strong analytical and problem-solving skills
7. Capacity to work effectively as part of a high performing team
8. Capacity to manage competing priorities and to meet strict deadlines
9. Capacity to meet weekly targets and annual key performance indicators
10. Proven initiative and a competitive drive
11. Strong resilience, perseverance, and an ability to overcome objections

6. Responsibilities

- Deliver revenue growth from our Install Base clients across ANZ
- Developing renewal plans with Customer Success/Sales to maximize uplift revenue (e.g. introducing new product tools, features to the client)
- Ownership of the end-to-end renewal cycle from engagement to contracting
- Contract and commercial negotiation with clients
- Assist in migrating legacy customers onto updated agreement structures
- Keeping all client details up to date in our Salesforce CRM and subscription details updated in SaaS Optics
- Maintaining accurate and up to date forecast on renewing clients
- Following up on outstanding invoices to ensure prompt payment