

JOB DESCRIPTION

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|--------------------|-----------------|-----------------------|----------------------------|
| Job Holder: | Vacant | Status: | Full Time, Permanent |
| Job Title: | Account Manager | Reporting to: | Head of Account Management |
| Location: | Sydney AU | | |
| Revision: | 1 | Revision Date: | Jul 2020 |

SUPERVISION

Reports to and works under the supervision of the Head of Account Management, epay Australia Pty Ltd.

SUMMARY

Office based, the Account Manager will provide management and growth of selected strategic Retail Accounts and Independent Retailers. The Account Manager, will meet and exceed all company and individual goals in line with the Company's policies, procedures and values.

ESSENTIAL DUTIES

Relationship Management

- Encourage a "partnership" atmosphere and demonstrate integrity in dealing with business contacts
- Work cooperatively with sales team members to ensure team atmosphere within the sales function
- Function as the primary contact to allocated Retailers.
- Solve problems and manage queries as raised by Retailers in an efficient and timely manner
- Develop the relationships in key accounts increasing the number of touch points that epay has and strengthening the relationship for future contract negotiations
- Work cooperatively with other teams to plan, implement and measure growth opportunities within the Independent retail channel.

Business Development

- Proactively identify new areas of opportunity for epay within each of the allocated accounts and the independent channel
- Introduce epay solutions capabilities to each account and the independent channel
- Continually look to drive efficiency and innovative opportunities within allocated accounts
- Identify new Retailer opportunities that will significantly grow epay's net contribution (after direct costs)

Account Planning

- Develop and execute a plan to exceed net contribution (after direct costs) projections.
- Identify competitive threats to Account Plan and execute a tactical response in conjunction with the Head of Sales and Marketing
- Identify new Sales Opportunities in general market and from competitors
- Achieve quarterly and annual revenue forecasts for the epay business
- Complete and maintain a Sales Funnel of opportunities
- Take ownership of the sales outcomes of the customer service team including contract sign ups, retention, content and epay product sales.
- Collaborate with the operations team to drive continuous improvement in the customer service team with respect to sales goals and outcomes.

Financial

- Identify Account opportunities and threats pending on monthly sales results
- Use sales reports that measure Gross Sales and Gross Margin
- Manage and monitor the Marketing funds in use within your allocated accounts

Other

- Other duties, special projects, and special reporting as assigned.
- Be available to undertake such travel as the Company may require from time to time.

REQUIRED EXPERIENCE / QUALIFICATIONS

- High level of computer skills and programs
- Proven track-record of achievements
- Fluent English.
- Self Motivated and ability to work/travel independently

Preferred Qualities

- Ability to understand the business and acquire product knowledge and procedures
- Ability to liaise with internal and external customers on a cross-functional and cross-border basis.
- Team Orientation

COMPETENCIES/SKILLS

| | |
|--|---|
| Communication | Personal Effectiveness |
| <ul style="list-style-type: none">• Highly Numerate• Empowered decision making• Strong oral and written skills• Persuasive Communication• Ability to deliver effective presentations to internal and external C level stakeholders | <ul style="list-style-type: none">• Acts with integrity• Demonstrates adaptability• Detail orientation• Personal organization• Works well under pressure• Sensitive to cultural differences• Solves problems and offers solutions• Innovative thinking |
| Interpersonal | Technical |
| <ul style="list-style-type: none">• Influences others at all levels• Builds relationships | <ul style="list-style-type: none">• Strong grasp of payment solutions• Microsoft Office |

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements.

Please sign below to accept the job description of Account Manager.

Matthew Blayney

Country Manager – Australia and China
epay Australia Pty Ltd

TBC

Agreed & Accepted