

POSITION DESCRIPTION

POSITION TITLE	Account Manager
LOCATION	Petone, New Zealand
DEPARTMENT	Client Services
REPORTING TO	Head of Client Services
PROFESSIONAL LEVEL	Leader
BAND LEVEL	G
NATURE	A privately owned NZ company, Aspeq delivers over 120,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia. The role is generally worked Monday to Friday, however given the global nature of Aspeq's business, flexibility in working hours is expected. This may include occasional evening meetings with overseas customers and adapting work schedules to support international business activities. Some overseas travel may also be required.
KEY RELATIONSHIPS	<u>External</u> - Existing clients - Industry stakeholders - Delivery partners - Contractors <u>Internal</u> - CEO and Senior Leaders - Head of Client Services - Business Development Managers - Client Services Specialist - Client Services / Candidate Services / Product Leaders - Wider Aspeq team
KEY PURPOSE	The Account Manager is responsible for the ongoing management, retention, and growth of Aspeq's Australasian non-aviation client portfolio. The role acts as the primary relationship owner for allocated clients, ensuring a high-quality client experience, strong client retention, and the identification of opportunities to expand existing business relationships.

	Working closely with the Relationships Manager, Business Development Managers, and Client Services Specialist, the Account Manager ensures clients receive proactive support, effective communication, and solutions that meet their evolving needs. The focus of the role is to: - o Build and maintain strong client relationships. - o Retain and grow existing client accounts. - o Lead contract renewal activities. - o Identify opportunities for upselling and cross-selling services. - o Ensure client expectations are met and exceeded. - o Maintain visibility across client programmes and initiatives. - o Support the successful delivery of client outcomes.
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ROLE FACTORS	CRITERIA FOR SUCCESS
<u>Education</u> The level of education and/or knowledge compatible with proficiency in tasks outlined in role responsibilities.	- o NZQF Level 7 qualification (Bachelor's Degree, Honours Degree, Graduate Diploma or equivalent tertiary qualification). - o Qualification in business, commerce, marketing, communications or a related discipline desirable. - o Relevant account management or relationship management experience may be considered in lieu of formal qualifications.
<u>Experience</u> The level of cumulative general and technical experience required to perform the role competently.	- o 5+ years' experience in account management, relationship management, client services, customer success, business development or a similar client-facing role. - o Demonstrated experience managing client relationships and achieving client retention outcomes. - o Experience identifying and progressing growth opportunities within existing accounts. - o Strong stakeholder management and communication skills. - o Experience coordinating multiple priorities and working across teams.
<u>Complexity</u> The predictability of the role, considering complexity of activities faced in the normal course of work.	- o Operates within established frameworks while balancing multiple client, commercial and operational priorities. - o Applies sound judgement to manage competing demands and meet deadlines. - o Responds to changing client requirements and business needs. - o Coordinates activities across multiple stakeholders to support client outcomes. - o Maintains alignment with organisational objectives and client expectations.
<u>Scope</u> Breadth of control over other staff and resources, and skills required to best utilise these resources.	- o Influences client outcomes through effective relationship management and coordination. - o Works collaboratively across internal teams to support client retention and growth. - o Supports the effective use of organisational resources through planning and communication. - o Operates independently within the scope of the role and established organisational frameworks.
<u>Problem Solving</u> The level of judgements required, alongside the availability of guidelines/procedures and the	- o Analyses client issues, opportunities and requirements using available information and stakeholder input. - o Applies initiative and judgement to identify practical solutions. - o Balances client needs with operational and commercial considerations. - o Escalates complex or high-risk matters where appropriate.

ROLE FACTORS	CRITERIA FOR SUCCESS
degree of analysis and innovation to arrive at a solution.	Identifies opportunities for continuous improvement and enhanced client outcomes.
<u>Freedom to Act</u> The degree of independence exercised within the role.	- Manages personal workload and client portfolio independently within established frameworks. - Exercises judgement in prioritising activities and responding to client requirements. - Receives guidance and support from the Head of Client Services and Business Development Managers as required. - Significant commercial, contractual or strategic decisions remain the responsibility of the Head of Client Services.
<u>Impact of Decisions</u> The extent to which decisions made by the role holder impact the physical, financial and human resources of Aspeq.	- Decisions influence client satisfaction, retention and account growth. - Contributes to achievement of revenue and client retention objectives. - Favourably impacts client experience and organisational reputation. - Significant financial and strategic decisions remain the responsibility of the Head of Client Services.
<u>Interpersonal skills</u> The nature and degree of interaction at various levels the role requires to complete tasks.	- Strong relationship management and stakeholder engagement skills. - Ability to build credibility and trust with clients and colleagues. - Effective communication, negotiation and influencing skills. - Ability to gain cooperation across a range of stakeholders to achieve desired outcomes. - Strong written and verbal communication skills.
<u>Authorities</u> The level of formal financial, staffing and contractual authority allowed and exercised within the role.	- Compliance with established procedures, policies and protocols. - No delegated authority to approve expenditure unless specifically authorised. - Contractual and financial commitments subject to organisational approval requirements. - Escalation of expenditure requests and commercial approvals to the Head of Client Services.
<u>People Management</u> The responsibility for supervision and management of Aspeq's human resources.	- No direct people management responsibility. - Provides guidance and coordination across stakeholders as required to support client outcomes. - Supports collaboration and information sharing across teams.
<u>Administration</u> Legislative matters, right to work and additional administrative matters.	- Must be eligible to work in New Zealand. - Willingness to undertake background and security checks as required by Aspeq.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<u>Client Relationship Management</u>	- Act as the primary day-to-day relationship owner for allocated clients. - Build trusted and productive client relationships. - Conduct regular client engagement and review meetings. - Understand client objectives, challenges, and future requirements. - Maintain high levels of client satisfaction and retention.

ROLE RESPONSIBILITIES	REQUIRED ACTIONS / OUTCOMES
<u>Account Growth and Development</u>	- o Identify opportunities to expand services within existing accounts. - o Support upselling and cross-selling initiatives. - o Develop account plans for key clients. - o Work collaboratively with Business Development Managers to progress growth opportunities. - o Contribute to revenue growth through effective account management.
<u>Contract Renewals and Commercial Management</u>	- o Lead contract renewal discussions for allocated clients. - o Monitor contract milestones and renewal dates. - o Support pricing discussions and contract variations. - o Ensure continuity of service throughout renewal processes. - o Minimise client attrition.
<u>Client Coordination and Service Delivery</u>	- o Maintain visibility across client programmes and initiatives. - o Work closely with the Client Services Specialist to ensure client commitments are delivered. - o Coordinate internal stakeholders to support client requirements. - o Escalate risks and issues appropriately. - o Ensure clients receive timely communication and support.
<u>Issue Resolution and Client Advocacy</u>	- o Act as an advocate for clients within Aspeq. - o Manage client concerns and facilitate effective resolution. - o Maintain confidence and trust throughout issue management processes. - o Ensure lessons learned are captured and shared.
<u>Reporting and Insights</u>	- o Maintain accurate client information and records. - o Provide regular reporting on account performance and opportunities. - o Contribute market and client insights to support strategic planning. - o Support forecasting and business planning activities.
<u>Live our Values</u>	o Know and Demonstrate Aspeq's values.
<u>Other</u>	o Undertake any additional duties aligned with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world

Why do we exist?

Our Purpose

To help people know and trust that they will be safe

Our Promise

To provide best-practice assessment, accreditation and licensing services

Our Objective

To create a globally recognized organisation for delivering customer and commercial excellence in assessment

What do we do?

Aspeq provide best-practice assessment and accreditation services to authorities and regulators

Our services are robust, secure and internationally recognised – our customers know they can trust us

Our products include highly-specific content delivered via digital platforms that are always evolving and being invested in.

Our people are highly experienced, respected and trusted for their expertise

What's our way?

We're Brave

We punch above our weight. We operate in a global market that relies on highly specific knowledge and expertise

We're People People

While we focus on technical solutions, people really matter. We respect our customers and what they are trying to achieve. We respect our people, fostering an ethos of recognition, achievement, and growth.

We're United

We work together and succeed as a team. We also work to understand our customers' needs and collaborate with them to achieve better outcomes.

We're Smart

We're excited by challenges and are proactive problem solvers. We're constantly investing in and developing flexible solutions for our customers and like to be a step ahead.

We're brave, united, smart, people people.

aspeq
beyond
question