**Position description**

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| **POSITION TITLE:** | Client Manager -Sydney  Consultants, Defence & Defence Suppliers, Power & Energy, Manufacturing and Telecoms |
| **WORK UNIT:** | Business Development Unit |
| **RESPONSIBLE TO:** | National Client Manager |
| **LOCATION:** | Sydney, New South Wales |
| **PURPOSE:** | This position is primarily responsible for engaging and partnering with employers of engineers (across the sectors of Consultants, Defence, Power and Energy, Telecoms and Manufacturing), leading to strong outcomes for our client organisations and business growth for Engineers Australia (EA) through the increased uptake of EA products and services. |

## Duties

## Become a client expert to develop strategies to win, maintain and grow clients through solution selling.

## Develop and implement an account management plan with key accounts to increase the opportunity for a business to business relationship with key accounts.

## Increase the percentage of engineers taking up membership and credentials (Chartered, Engineering Executive and National Engineering Register) within key accounts.

## Support the growth of EA’s partnership and training sales.

## Support the sales growth of other key EA products as needed

## Share market intelligence on industry developments, trends and movements across EA.

## Deliver presentations in engineering organisations communicating the value of EA.

## Ensure that all revenues and expenses relevant to the Client Manager budget is met.

## Record and maintain all sales process activities and information gathered on Salesforce.

## Work health & safety (WHS) obligations

As an employee of Engineers Australia, you must:

* Take reasonable care for your own health and safety in the workplace
* Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace
* Cooperate with your employer about matters of health and safety
* Comply with any reasonable instruction and cooperate with Engineers Australia’s WHS policies and procedures
* Familiarise the broad meaning of ‘workplace’ in health and safety legislation and Engineers Australia WHS policies and procedures.

## Communication and relationships

## Diversity and Inclusion at Engineers Australia

Engineers Australia is an equal opportunity employer and we embrace diversity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. In turn are committed to creating a safe inclusive environment for all employees.

Should you need any reasonable adjustments during this recruitment process please email HR@engineersaustralia.org.au

## Selection criteria

* Proven track record in closing sales.
* Five years + experience in business development or sales related field
* Demonstrated experience building long-term relationships.
* Ability to promote the values of an organisation.
* Excellent written and oral communication skills.
* Excellent organisational and time management skills
* Ability to conduct negotiations, influence and interact at all levels
* Ability to make sound judgements.
* Good attention to detail and a demonstrated commitment to achieving quality outcomes.
* Committed team player with excellent interpersonal and team skills.
* Performs work autonomously, demonstrates initiative.

# CLIENT MANAGER: ANNUAL OBJECTIVES AND KEY PERFORMANCE INDICATORS

# REVENUE GROWTH

**Objective:**

* Develop deeper client relationship through key account management approach.
* Enhance EA Brand and relevance via the delivery of products and services that support the engineering profession in Australia.
* Increased member satisfaction due to the value of EA solutions.
* Increase of stakeholder support for EA’s mission.

**KPI’s to achieve the objectives:**

* Grow Membership and EA credential uptake.
* Increased B2B revenues for EA through products and services sales, inclusive of corporate partnership agreements, conference partnerships and delegate participation, consultancy, graduate program and in-house training sales.
* Leads generated through presentation delivery.