

(creditor)watch



Key Account Consultant

Job Description

CreditorWatch – Key Account Consultant

About the Company:

CreditorWatch (the Company) is a prominent Australian credit reporting bureau that manages the credit files of over 55,000 commercial businesses in Australia. It is a subscription-based commercial company.

CreditorWatch has grown to be recognised as one of the country's most innovative customer-centric credit bureaus in Australia, dedicated to attracting and caring for the best in the business while acting with enduring passion for its customers, and with a reputation for meeting market expectations as we continue to deliver nurturing and solutions-based customer excellence.

At CreditorWatch, we are dedicated to providing employees with the premier professional training, equipment, mentoring and support to optimise the success of every individual who joins our business.

CreditorWatch has a reputation for employing people hold a 'can-do' attitude, and who will appreciate being part of an accountable, high-performance culture.

Reports To:

This role reports directly to the Head of Key Accounts

Your Stakeholders:

Internal:

- Head of Key Accounts
- Executive Team
- Key Account BDMs
- Marketing

External:

- Clients
- Suppliers and Vendors

Your Impact:

Your impact starts with managing key account clients which exceed \$150m per annum. At the consultant level, you will also work with Key Account BDMs as a senior team member and assist with any queries as well as their development as a sales professional.

Responsibilities:

- Manage key Account clients (Clients with T/O above \$150m pa) with a focus on customer support/success and an eye to growth via cross/upsell
- Engage with key contacts within a client's company (eg: finance/credit, marketing, digital, procurement and sales)
- Manage and demonstrate a consistent sales pipeline across all sales cycle stages
- Work with the Key Account BDM's to manage client handovers at various stages of a client lifecycle
- Develop internal relationships and manage the end-to-end sales process through engagement of appropriate resources including Development, Data and Analytics and Legal teams
- Liaise with internal stakeholders for the purpose of contract renewals and tenders
- Demonstrate resourcefulness when faced with challenges that defy easy solution

Your Compliance Obligations:

- Ensure you and your team adhere to all company policies and procedures and report any breaches and/or unlawful conduct.

Your Qualifications:

- Ideally university degree, minimum of 10 years post qualification experience in a large company. Experience of Miller Heinmein process favourably viewed.

- 5+ years of experience in selling to enterprise clients (banking, telco, insurance, utilities, and finance)

Your Desktop & System Applications:

- Microsoft Office
- Salesforce
- Jira

Your Key Industry Skills and Experience:

- Experience in the data, reporting or technology space preferred
- You possess proven stakeholder management skills through your tenacious yet genuine approach
- You are a seasoned sales professional that understands what it takes to win deals with a longer (3-6 months) sales cycle
- Your superior relationship building skills allow you to build rapport easily with your clients and prospects
- Your strong operational background will leverage your process driven sales approach and track record of sales quota attainment.
- Have intuitive sense of necessary steps to close business and gain customer validation.
- Existing relationships/contacts in the Key Account space is highly desired.

Competencies (Essential behaviour required for the role):

- You deliver customer service like you expect to receive it
- You possess a growth mindset and are curious in your approach to life. You demonstrate a desire to learn and embrace coaching to continuously adapt and evolve.
- You understand the importance of fostering a collaborative team environment in order to deliver the best results

Benefits:

- Fun, friendly, casual working culture
- High performing and supportive team

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creditorwatch.com.au

- Great work/life balance
- Personal development and growth opportunities
- Free membership to Fitness First locations around Australia
- In office ping-pong table
- Fully stocked kitchen

We offer a fantastic culture with open communication and rewards and recognition that include probation celebrations, all-staff birthday and service anniversary celebrations.

We are an equal opportunity employer and we are committed to excellence through diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.