

POSITION DESCRIPTION

Position Details

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| Position Title | Account Delivery Manager | Business Unit: | Service Delivery |
| Team: | Account Delivery | Date Prepared: | October 2025 |
| Location: | Bentleigh | Employment Type: | Full time |

Reporting Relationships

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| Reports To | Director Service Delivery |
| Direct Reports | None |
| Indirect Reports | None |
| Internal Stakeholders | Executive Leadership, Operations Teams, IT Team, Finance / Billing, Compliance / Risk & Legal, Customer Care and boarder Sales Team, Marketing, Human Resources. |
| External Stakeholders | Clients / Key Accounts, Vendors / Suppliers, Regulators & Industry Bodies, Auditors / Consultants, Third-Party Partners |

Fundamentals

- Work is conducted in an open plan environment.
- Occasional state based and interstate travel.
- The incumbent will be employed under an employment contract which specifies the terms and conditions including remuneration.

Business Purpose

The Service Delivery Team plays a vital role at ZircoDATA, working cross-functionally to ensure seamless, consistent, and high-quality service delivery that meets client expectations and contractual commitments. It also drives strong client relationships by coordinating internal resources, resolving issues, and enabling continuous improvement and growth opportunities.

Our people and team are organised for success – to grow our capability and leverage innovation to deliver value to our customers.

Role Purpose:

This role has ultimate account ownership with the purpose to ensure contract scope, renewals, upsell, and cross-sell opportunities align with service delivery. The focus of this role will be on successfully managing a defined portfolio of enterprise accounts with the aim of:

- Developing, sustaining and influencing customer relationships to achieve customer satisfaction and retention.
- Ensuring customers are satisfied with the services provided by ZircoDATA and defending the customer base from competitor activity

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| Priority | My Team and My Health, Safety & Wellbeing |
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| Activities | <ul style="list-style-type: none"> Take reasonable care of your own health and safety, and that of others who may be affected by your actions and follow safe work practices to ensure the wellbeing of colleagues, contractors, and visitors. Comply with all workplace health, safety, and wellbeing policies, procedures, and lawful instructions, and report all hazards, risks, incidents, and near misses promptly to your leader. Actively participate in health and safety training, inductions, and consultation processes. Contribute to a safe customer service delivery by maintaining professional conduct, ensuring service environments are free from hazards, and addressing risks that could impact clients or service outcomes. |
| Measures of Success | <ul style="list-style-type: none"> Hazard Identification and Reporting Rate – Minimum of 4 hazards or near misses reported per quarter, demonstrating active engagement in identifying and addressing risks before incidents occur. Safety Participation Compliance – 100% participation in mandatory safety training, and consultation activities, showing commitment to maintaining a safe and customer-ready work environment. |

| Priority | Supporting Customer-Centricity |
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| Activities | <ul style="list-style-type: none"> Maintain and develop effective business relationships with customers through regular contact, on-site visits, and account management meetings. Ensure customer enquiries, requests, and complaints are handled and resolved in a timely and professional manner. Lead end-to-end management of assigned customer accounts, ensuring services and projects are delivered on time, on budget, and in line with contractual and quality commitments. Act as the primary point of contact and trusted advisor for customers, providing proactive communication, escalation management, and strategic guidance. Coordinate and influence cross-functional internal stakeholders, including Operations, IT, Finance, Compliance, and Customer Service, to ensure seamless service delivery and successful project outcomes. Monitor project performance against agreed KPIs, budgets, and timelines, taking corrective action to mitigate risks or resolve issues. Drive accountability across internal teams to meet customer expectations, while balancing operational efficiency and business objectives. Ensure accurate and timely reporting to customers and leadership on account performance, project status, risks, and improvement opportunities. Ensure services provided to customers are compliant with current contractual arrangements by liaising with all stakeholders. Undertake presentations to existing customers to educate them in compliant records management and other ZircoDATA service offerings Organise and coordinate customer functions, site visits, and engagement activities, and represent ZircoDATA at conferences, industry functions, and customer events as required. Ensure that the CRM system is accurate, up to date, and reflects customer engagement history. Promote and uphold ZircoDATA's Code of Ethics, Core Values, and customer-first service culture. |

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| Measures of Success | <ul style="list-style-type: none"> • ≥95% of projects delivered within agreed timeframes and budgets. • Customer satisfaction (CSAT/NPS) rating of ≥85% • ≥90% internal stakeholder feedback rating on collaboration effectiveness. • ≥95% of projects with on-track milestone reporting in Salesforce |
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| Priority | Driving ZircoDATA Performance and Growth |
| Activities | <ul style="list-style-type: none"> • Develop and implement account knowledge, mapping, and growth plans to achieve run-rate business and growth targets. • Meet or exceed revenue, profit, and growth objectives through account management and development of business from existing customers across the full range of ZircoDATA products. • Actively plan and facilitate cross-sell and up-sell initiatives across all lines of business. • Promote and sell the entire range of records and information management services to the current customer base. • Manage customer retention and contract renewals by engaging proactively with customers in a timely manner. • Ensure all contract governance requirements are met, including reporting, compliance, and price management. • Prepare quotations, proposals, and tender submissions when required. • Actively participate in sales and management meetings to contribute to business growth strategies. • Provide information, coaching, and support to colleagues to build account management capability. • Contribute to continuous improvement initiatives that enhance account performance, customer outcomes, and business profitability. |
| Measures of Success | <ul style="list-style-type: none"> • Achievement of annual growth targets • Accounts engaged in cross-sell/up-sell conversations per year; % conversion rate. • 100% of renewals managed within SLA; retention rate of 95%+ achieved |

Requirements**Education / Qualifications:**

- Tertiary qualification (Business, Finance / Procurement, Marketing or Retail)

Knowledge, Skills, Abilities & Experience

- Minimum 5 years' experience in successfully managing and developing a portfolio of large B2B market and corporate accounts with a demonstrable record of success in B2B solution and portfolio sales
- Experience in Records Management & Information Governance particularly Records Digitisation
- Extensive experience in influencing stakeholders at all levels of business corporations
- Strong commercial instincts with extensive experience in negotiating and managing contracts
- Demonstrated record of achievement in hunting and acquiring new accounts, business development and account management at a large corporate level