

JOB DESCRIPTION

JOB TITLE: Regional Account Manager (rAM)
REPORTING TO: Global Account Manager (gAM)
LOCATION: New York, NY

ROLE SUMMARY

AVMI seeks rAMs who can support the gAM who will have typically sold the account on AVMI's ability to deliver this broad range of ongoing services in the first place. The rAMs will be responsible for making sure that AVMI aligns its service offerings with the customer's strategic plan and that AVMI delivers a consistent global commercial engagement, including globally.

AVMI has a number of accounts that give AVMI the opportunity to quote on some or all of their projects in a region or even globally, often without competition from other suppliers, referred to in AVMI as "Enterprise Accounts". In addition, these accounts will typically use a range of AVMI services, such as maintenance or managed on site services. The number of simultaneous projects and service events can be significant and the customer will typically want a weekly operational call to review the status of all of these activities.

DUTIES AND RESPONSIBILITIES

The rAM will then support that service regionally and in so doing will have many of the following responsibilities:

- Being an in time zone point of contact to the customer's regional operational managers for projects and service related issues.
- Support the gAM with the establishment and communication of 'Above the project' issues such as:
 - Implementation and updating of any required local supply agreements, which might feature local rate cards for professional services and 'GEF' outcomes based services.
 - Pricing formula for hardware such as a set margin agreement including helping to negotiate price book with vendors.
- Agreement on how to format quotes, T&Cs, electronic orders, acceptance, invoicing etc.
- Rebate management.
- Agreement on standard solutions, piloting, testing associated pricing and change management.
- Agreement on how to work alongside and through other suppliers.
- Agreement on standard delivery processes including items such as use of sub-contract labour, on-sites do's and don'ts, commissioning standards, sign off procedure.
- Introduce leadership and solution ideas and proposals such as show customers new products, new services, case studies, networking with other AVMI customers etc.
- General hardware and service related RFI and RFP requirements.
- Make the customer feel valued to encourage opportunities of working with AVMI and to provide best possible value package.

Projects (System Delivery)

- Requesting for consulting, design, budgetary pricing and quoting.
- Project planning (timetable in particular).
- Updates/tracking on ordered projects Project planning (timetable in particular).
- Receiving requests for variations.
- Point of escalation for issues arising.

Service

- Managed Onsite issues.
- Maintenance service issues inducing quotes required for BER hardware replacement.
- Reporting.
- How to package all of the above into a trackable dashboard that is likely reviewed on a weekly meeting
- Track activities to help ensure that we can measure profitability

SKILL SET REQUIREMENTS

To help deliver against these requirements, the rAM will need to:

Communicate with the gAM to understand what needs to be done in line with global agreements and what should be done to suit local requirements.

- Enter opportunities into CRM
- Get the right resources involved in each activities such as:
 - 'Project Consultants' where to help significant project preparation/design where required.
 - Solution Architects or Pre-Sales Engineers to help deliver appropriate technical solutions against project requirements.
 - Service sales specialist such as ES Product Manager to support service quotes requests
 - Use of AVMI tools such as JC or Streamline to generate and deliver budgetary analysis and quotes.
 - Use of AVMI commercial and international team to help with internal deal structuring and quotes.
 - Involve AVMI SMEs or TECs for more technical deliberation such as UC, programming or management platform issues.
- Refer back to the global account manager for advice on commercial issues.
- Feed information gleaned on the ground back to the gAM.
- Get support from the gAM for significant pitches, quarterly/annual reviews etc.
- Support accounts to chase POs, acceptance, payments.
- Only when the rAM is satisfied that he has found an optimum revenue to effort ratio from his/her account should they be thinking about helping the Regional Global Manager to break into new accounts.

ABOUT AVMI

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.