

SCHEDULE 2 – JOB DESCRIPTION

Account Executive

Role – Purpose and Scope

The role is an account executive role within the Finance & Administration Team in Cereus Holdings Limited.

The purpose of the role is to administer contracts, licenses and services for the New Zealand customer portfolio and ensuring the associated accounts receivable and payable are managed appropriately.

Key Relationships

Reporting

This position reports to the Financial Accountant and is placed within the Finance & Administration Team at our Auckland Office based in Viaduct location.

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered is commensurate with experience.

Key Result Areas

| Key Responsibilities | Outcome | Performance Measure |
|--|---|---------------------------------------|
| Prepare, review and administer contracts on behalf of the company for all services for our customers. | Ensure all contracts are as per framework of customer proposals and agreements for the range of Medtech solutions. | Feedback from Financial Accountant |
| Prepare and review variations of contract agreements for customers. | Ensure all contract amendments are as per framework. Be efficient and ensure the contracts are error free and are completed within timeframe. Issue any additional licenses if requested. | Feedback from Financial Accountant |
| Respond and resolve customer queries i.e., contracts, product licenses and accounts | Ensures and responds to customer queries, directed to the relevant department and responded in a timely manner. | Feedback from customers. |
| Communicate with engineers/ project managers (implementation teams) and sales executives to ensure efficiency as per contractual agreements. | Ensure all proposals and agreements are in line by staying in constant communication with the required departments. | Feedback from associated stakeholders |

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| Maintain changes to contracts and take appropriate actions as required | Ensure all contract changes are as per framework and error free. Complete in a timely and efficient manner. | Feedback from Financial Accountant |
| Communicate with various teams/departments to discuss implementation issues | Ensure processes for products, services etc are in place as per contractual agreements. | Feedback from associated stakeholders |
| Prepare reports on revenue leakage due to undeliverable project work. | Provide revenue leakage details and reasoning. Communicate with implementation teams or other as required. | Feedback from Managers and other stakeholders. |
| Ensure invoices, account statements are issued and prepared according to established procedures. | Ensure payments are applied and debtors' account are kept current. AR information into Microsoft Dynamics NAV is accurate and free of errors. | Feedback from Financial Accountant |
| Responsible for ensuring that the Shared services team is recording invoices from suppliers, contractors, employee reimbursements, etc. | Ensure AP batches are processed on time. Check to ensure employee reimbursements have been approved and processed accordingly. | Feedback from Financial Accountant |
| Managing New Zealand customer portfolio and issue new licenses as well as existing modules. | Ensuring licenses are up to date for New Zealand customers and completed in a timely manner and free of errors. | Feedback from Managers and other stakeholders. |
| Participating in various stakeholder meetings. Documenting on important actions and decisions agreed. | Be involved in meetings and document on important actions and decisions agreed. | Feedback from associated stakeholders |
| Providing administrative support as needed. | Whenever required. | Feedback from associated stakeholders |
| Resolve discrepancies in account records, whether CRM or Microsoft Dynamics NAV. | Any discrepancies in account records are resolved and notified to Financial Accountant. | Feedback from Financial Accountant. |
| Adhere to all process and procedures in accordance with ISMS and ISO guidelines. | Quality control for all internal and external processes | No non-conformity reported. |

Projects or other duties

Objective – To carry out other duties which may reasonably be required by the Chief Executive at his absolute discretion, from time to time in the course of Cereus Holdings Ltd’s business and which fit the role’s purpose as stated and for which the position holder is qualified.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

| Key Responsibilities | Outcome | Performance Measure |
|---|--|--|
| Observe all Cereus Holdings Ltd Group’s safe work policies and procedures, and report hazards or accidents via health and safety registers as appropriate | Is familiar with health and safety policy of Cereus Holdings Ltd. Understands hazard identification and accident reporting protocols | Health and safety records, hazard and accident registers |
| Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace | Acts responsibly and follows Company policy and procedures for health and safety | Accident/incident register and hazard register |

Person Specification

Part of what makes Cereus Holdings Ltd as successful as it is, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated professional with a proven record of success with a committed motivation to getting things done. You would always place Cereus Holdings Ltd customers at the centre of everything you do.

Technical or Professional Knowledge and Experience

A minimum of three years demonstrable, work experience in a similar role and/or a relevant academic qualification is required. Knowledge of business principles and practices; knowledge of administrative/clerical procedures and systems and other office procedures. Familiarity with information systems: preferably Microsoft Dynamics NAV and advanced Excel skills would be desirable.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAS describe what is to be done.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Instructing — Teaching others how to do something.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Service Orientation — Actively looking for ways to help people.