Account Manager

About Airbox Systems

Airbox Systems has a clear mission to help save lives and support the decision making of the emergency services and the military using software. We are driven by passion and we are made great by people who share our enthusiasm for trying to make the world a better place. Our team includes individuals from military, aviation and law enforcement backgrounds, who bring to the development of our solutions first hand insights of frontline operations, in the air and on the ground.

We have developed a suite of situational awareness tools across web, desktop, and mobile applications, using the latest technologies. These are designed for planning, execution and after action review, and are trusted by Law Enforcement, Military, Special Forces, Search & Rescue, Fire and Medical Emergency Services around the world.

Due to continued growth and new commercial contracts, we are now looking to expand our team with a Account Manager.

Main Duties & Responsibilities

As the Account Manager, you will be responsible for the execution, training and day to day account contact for potential and existing Airbox Systems clients. Your responsibilities will include:

Execution and initiative
- Build a relationship with the clients User groups (operational Units) and tactical commanders to ensure clients:
  - Use Airbox Applications to improve the performance of the clients' organisation
    - Speed of Response, Resource and Risk Management
    - Reducing cognitive burden staff with the organisations
  - To collect, assess and feed back to Airbox and Client and Training SOPs, organisation continuous improvement requirements regarding software development and procedures.
  - To identify new clients vertically and horizontal with existing clients through the sales strategy of a reputation of excellence so our existing clients sell to our prospects
  - Engage with clients and build Proof of Concept trials from beginning through to contract.
  - Ensure all targets are met to prove measures of effectiveness.
  - Ensure procurement contracts are drawn up and aligned for final sign off by the COO.
  - Instigation and issue of client account renewal proposals and documentation up to the value of £100k. Build framework and renewal proposals for sign off to COO/CEO level for all renewals over £100k.

Transition and delivery
- Configure Airbox for Individual Client:
  - Listen to Understand: Listens to the client to understand their organisation role, organisational output and culture and makes decisions to recommend configurations to client of Airbox Capability of Software, Hardware and Service Support appropriately to deliver success to Client and Airbox.
  - Device Management Spreadsheet: Captures/Agrees the licence/user configurations linked to hardware and client individual roles that meet Airbox operational best practice to meet clients' needs and budget.
  - First Touch Configuration**:** Configure downloads so there is useful and interesting information to draw new client user (Commanders and operators) users into Airbox to use the software – Think, Maps, Documents, Overlays, Checklists.

Training and Roll-out
- Assesses client staff/organisation to develop a training plan to underpin a roll-out plan to clients (ensuring the Principle of First Touch addressed).
- Client Organisations will be defined by 3 broad Groups and 3 Types. Approach and training plans should be bespoke to address the mix you have (examples below)
- Training Approaches: Configures a combination of the training approaches to meet training audiences requirements to include;
  - Video/E-Learning: Using power point slide
  - Formal Lessons: Formal training periods
  - 1 to 1 remote tutorials. PM on phone with individuals

Monitor and Develop
- Uses the Account Manager Minutes continue to remain engaged with client to sure the
- application of Airbox to enhance performance continues to develop.
- Monitor client usage of equipment and technology on a daily or weekly basis to ensure effective and efficient use of the programs and technology
- Flag issues or low usage of products with the client and trouble shoot technology or usage issues, ensuring the issues are followed through to resolution
- Maintain regular contact with existing and prospective clients in order to develop strong business relationships.
- Actively seek feedback on the products, technology and usage within client businesses, ensure issues are acted and resolved internally assigning appropriately to the development team, seeing through to resolution.
- Maintain good rapport with Product Owner and Manager to stay on top of any incoming changes that could affect features
- Participate in user group working group, obtain feedback and collate feedback about future issues, inform on software development
- Ad-hoc participation in demo's, support of client sales pitches and participate in client exercises.

Communication
- Communicates comfortably with internal stakeholders and immediate team.
- Able to business partner with internal stakeholders and build relationships accordingly
- Develops long term and robust relationships both internally and externally.
- Able to translate client needs to enable setup and transition of relevant Airbox products
- Able to ask questions and seek solutions for client issues or problems

Behaviours and Team Work
- Openly shares views in a truthful and constructive way
- Actively listens to other people and uses their experience to understand, learn and grow.
- Takes ownership for seeing things through.
- Understands how their contributions affect the team, department and company
- Builds and maintains good relationships with their team department and across the company
- Ability to use sound judgement and Airbox procedures to fulfil their individual roles as part of a coherent, productive and inspired Airbox Team.
- Ability to operate within a procedural framework to empower people to ensure Airbox deliver as a team and collectively Airbox is stronger together than any on individual.

Key Requirements

- A methodical and analytical mindset
- Excellent organization skills and attention to detail
- Articulate with excellent verbal and written communication skills
- Builds and maintains good relationships with their team department and across the company
- Ability to work without supervision and under pressure

Airbox Systems is an equal opportunity employer. We are committed to building a team which represents a variety of backgrounds, perspective and skills.