

Position Description



Powering a
Bright Future

Leader Customer Account Management (Distribution)

Digital, Strategy and Customer

Customer

Objectives

- Develop and implement a comprehensive distribution account management framework for TasNetworks.
- Strengthen operational relationships with large and complex customers by devising and executing targeted strategies.
- Leverage strong technical knowledge of key operational drivers to enhance customer outcomes for complex distribution accounts.
- Foster cross-functional collaboration to address issues and continuously improve the customer experience for TasNetworks' large customers.
- Deliver sustainable commercial and customer outcomes through strategic leadership.

Role Specific Accountabilities

- Lead and develop a high-performing team, fostering a culture of coaching, development, and continuous improvement.
- Strategically manage a customer portfolio valued at approximately \$40M, ensuring alignment with TasNetworks' commercial objectives.
- Enhance TasNetworks' customer satisfaction and reputation by meeting or exceeding CSAT targets (>7.6).
- Act as the senior escalation point for all major customer and stakeholder concerns, driving resolutions that balance customer needs and organizational interests.
- Promote a customer-centric culture while increasing commercial acumen across the organization.
- Identify and cultivate partnerships with customers to deliver innovative projects and co-developed solutions.
- Monitor and track the progress of key customer offers, ensuring compliance with both customer expectations and regulatory requirements.
- Make well-informed decisions in a highly regulated and evolving market by balancing competing objectives and addressing information gaps.
- Support contract negotiations and administration to ensure mutually beneficial outcomes for TasNetworks and its stakeholders.
- Handle CEO and Executive-level escalations with professionalism and strategic insight.
- Contribute to workforce planning, succession planning, and leadership development to maintain a strong and adaptable team.

TasNetworks and **you.**

To be successful in this role

You will:

- Demonstrate our core behaviours of be curious, be brave, and own it, which are central to all positions at TasNetworks
- Previously led engaged commercial/sales Teams in complex environments
- The ability to work collaboratively and influence across the Enterprise for profitable commercial and positive customer outcomes
- Communicate effectively with diverse leaders and stakeholders to drive results
- Demonstrated experience in contract management/administration and commercial acumen (minimum \$100M portfolio)
- Understand the electricity distribution regulatory regime (highly desirable)
- Act as the senior escalation point with large, complex, external organisations
- Initiate, build and maintain effective relationships with both industry groups and Government

Having the following will be highly valued:

- Tertiary qualifications in Business, Commerce, or a related field.
- Deep understanding of factors influencing the growth of energy networks and the evolving needs of energy customers.
- Familiarity with relevant industry standards, technical requirements, and trends within the energy sector.
- Proven experience in managing complex customer and stakeholder relationships to deliver impactful outcomes.
- Strong estimation, risk management, and financial negotiation skills.
- Exceptional ability to conceptualize ideas, identify opportunities, engage customers, and lead high-stakes commercial negotiations.

Reports to:

Head of Customer

Direct reports:

~6

Approved:

October 2024

Our behaviours **be curious** **be brave** **own it**

