

Position Description

Vacancy Title: **Accounts Manager (Labour Hire Recruitment)**

Location:

Reports To: **None**

Objective

The Account Manager is responsible for managing and growing assigned customer accounts, driving revenue, market share, and profitability, and acting as the primary owner of customer relationships and projects. The role focuses on identifying customer opportunities, developing account strategies, leading commercial negotiations, and delivering solutions aligned to customer and Huawei business objectives.

Outcomes

Organisational Stakeholders

1. Customer Relationship Management

- Strategic relationships with assigned customers are established and maintained
- Key decision makers are identified and engaged
- Customer satisfaction levels are sustained at high levels
- Long-term account partnerships are strengthened

2. Account Growth and Revenue Delivery

- Annual revenue, market share, and gross margin targets are achieved
- Account plans are developed and executed
- New business opportunities are identified and progressed
- Pipeline is actively managed and forecasted

3. Project Ownership and Delivery

- Projects within assigned accounts are owned end to end
- Project scope, timelines, and deliverables are clearly defined
- Cross-functional resources are coordinated effectively
- Customer expectations are met throughout project lifecycle

4. Commercial and Contract Management

- Commercial strategies are developed and implemented
- Negotiations are led to secure favourable outcomes
- Contract terms align with operational and commercial requirements
- Commercial risks are identified and managed

5. Market and Competitive Intelligence

- Competitor activities are monitored and analysed
- Customer product competitiveness is assessed
- Targeted competitive solutions are developed
- Insights inform account and sales strategies

6. Internal Collaboration

- Works closely with product, engineering, marketing, and operations teams
- Provides input into solution design and customer proposals
- Supports development of business models for new technologies

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.

Competence	Description
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Financial Application	Apply financial principles and practices.
Technology Application	Apply technology.
Operational	
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business and Management, Information Technology/Computing, Sales/Marketing/Advertising	

Work Knowledge and Experience

- Minimum 3 years' experience in account management or direct sales
- Experience within telecommunications or technology sector
- Proven track record in managing major accounts
- Experience with equipment manufacturer, distributor, or system integrator environments
- Strong understanding of telecommunications solutions and networks

Requirements

Language Proficiency

- Excellent command of English

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Management Team	
	Customers	
External		
	Suppliers	
	Community	
	Taxation Authority	

Attributes

Behavioural Styles

- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Enthusiastic: Shows high levels of excitement and interest, and expresses positive feelings.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.

Achiever Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.

Innovative Devises new and creative ways to do things comes up with original ideas.

Interpersonal Styles

Consensus seeker Works to achieve group solidarity and general agreement and harmony.

Objective Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Realistic Shows concern for facts and reality, rejecting the impractical.

Perceptive Shows keen insight and understanding of issues or situations.

Self-sufficient and assured Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Analytic Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.

Decisive Reaches conclusions, promptly and firmly.

Flexible/Adaptable Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

Numerate Shows abilities in quantitative thought and expression.

How To Apply

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Contact for Enquiries

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Closing Date: 19 Apr 2026