

# CUSTOMER MANAGER

## Pou Whakahaere Kiritaki



REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Customer Director Kaitohu Kiritaki	Various	Nil	Export Customers

**“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”**

**“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”**

### **WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?**

This role is at the forefront of growing NZTE’s customers’ businesses bigger, better, faster internationally for the benefit of New Zealand. You build trusted relationships with customers; get to know their biggest growth challenges and opportunities; and connect them to the people and services that can make a difference to their international growth.

### **WHAT’S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?**

**The most important work of this role is to...**

- Plan and deliver a customer work programme where all interactions are highly valued and impactful in growing customer confidence and capability to export internationally.
- Work with your customers and colleagues to create targeted international Growth & Game Plans that connect customers to market opportunities and support their international growth strategies.
- Create tangible value for customers - drilling down to uncover constraints and opportunities, challenging their plans and helping them discover what they really need to do to be a success internationally.
- Be a trusted partner to customers, helping them problem solve and connecting them with the right experts to help them address challenges and realise opportunities.
- Keep oversight of our customers, acting as the primary customer touchpoint, aware of all relevant customer interactions and ensuring customer data is accurate and up to date.
- Ensure customers experience NZTE as one global team, working together seamlessly to deliver great outcomes.

### **Success in this role means:**

- Delivering outstanding results for our customers; by
  - Creating highly impactful Customer plans and execute against those plans.
  - Executing those plans to perfection – as one global team, working seamlessly for our customers.

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### WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

- **Strategic and commercial acumen** - Use your relevant commercial acumen and practical approach to match resources and experience to help solve customer's needs, aligned to their priorities and growth stage of their business. Use your experience to strategically help the customer maximise their full potential and outcomes.
- **Insightful discovery** - Through insightful questioning and continuous exploration, you help uncover major insights and new opportunities that help strengthen the customers' business models and accelerate growth. Communicate these with the wider NZTE One Global Team.
- **Customer Centricity** - Operating as a trusted advisor to customers and the One Global Team, taking a long term perspective to customer relationships. Going beyond expectations to meet customer needs in line with NZTE priorities. Challenge and coach customers where required to get the best outcome.
- **Digital and data fluency** - Implementing knowledge of the digital landscape and seeking out best practice to positively impact NZTE and our customers. Proactive use of the digital tools we have to help drive outcomes and resources for your customers. Keep at pace with digital change and transformation.
- **Collaborator/Navigator** – Helping build an environment of teamwork and collaboration by providing support to others, valuing others' contributions, and personally contributing to the team and One Global Team objectives. Lean into strategic projects and initiatives. Navigate external service providers and places to get support and help.
- **Ambition and Drive** - Achieving goals and objectives through proactivity, determination and perseverance. Willingly embracing challenging targets. Uncover customers challenges and opportunities to drive meaningful objectives and outcomes.

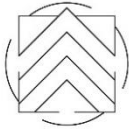
### Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

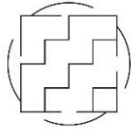
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.

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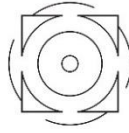
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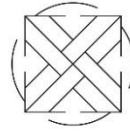
**AMBITION**  
Drives us



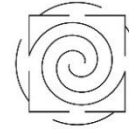
**ADVENTURE**  
Teaches us



**HONESTY**  
Frees us



**TRUST**  
Binds us



**MANAAKI**  
Is us

### How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as *"enhancing mauri to deliver impact"*.



**NZTE is committed to uplifting the mana of Māori as tāngata whenua and recognises Te Tiriti o Waitangi/ the Treaty of Waitangi as Aotearoa's founding document.**