

Snr Account Manager, Amazon Logistics

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Company: Amazon

Location: Sydney

Category: other-general

DESCRIPTION Equal parts advisor and operating partner, Amazon's team of Account Managers assist and guide our Partner business owners as they build and grow successful last mile package delivery businesses during a transformational time. The Snr Account Manager finds and executes value-creation opportunities and manages the relationship across the entire lifecycle of the business. As trusted advisors, Senior Account Managers work alongside partners to help solve their biggest challenges at a programmatic level; influence their business planning and strategy; and look around corners to identify obstacles and recommend solutions, ensuring partner owners make effective business decisions and are setup for success. Key job responsibilities The Sr. Account Manager will work closely with a portfolio of partners at different stages as they set strategy, help drive accountability and engagement, and motivate and track key performance metrics. A Sr. Account Manager will collaborate with an integrated internal team of Station Operations Managers, Program Managers, and Compliance and Finance personnel to ensure owners launch and scale their business in compliance with program requirements. Sr. Account Managers support partners by removing obstacles and improving financial, operational, and safety practices at the network level. A Sr. Account Manager will do this by analyzing problems, discovering insights, delivering recommendations, and driving change both internally and externally. A day in the life Supporting partners as they onboard to the program and prepare to launch. Guiding partners as they scale their business and manage operational issues, ensuring they have resources in place to effectively ramp-up operations and prepare for peak periods. Coordinating Business and Financial Health Reviews to discuss business performance and

new opportunities, as well as to provide benchmarking data and insights. Identifying workflow inefficiencies and working to formulate and implement operational improvements at the network level and to improve the individual owner experience. We are open to hiring candidates to work out of one of the following locations: Sydney, NSW, AUS BASIC

QUALIFICATIONS - 5+ years of program or project management experience - Experience using data and metrics to determine and drive improvements - Experience owning program strategy, end to end delivery, and communicating results to senior leadership

PREFERRED QUALIFICATIONS - 3+ years of driving process improvements experience - Knowledge of Excel at an intermediate level (e.g., pivot tables & charts, multiple criteria lookups, nested logical/IF formulas, data cleansing, array formulas, etc.)

Acknowledgement of country: In the spirit of reconciliation Amazon acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

IDE statement: Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer, and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected attributes.

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