

Individual Job Description

Job Title	Account Administrator
Department	Manufacturer Client Service
Location	Calgary, Alberta, Canada
FT/PT	Part Time (Up to 20 hours per week)
Reports To	Account Director - Calgary
Date Created / Updated	April 24, 2012

The Company

Aztec is a global leader in scanning based sales and consumer purchase data services to retailers and manufacturers in the consumer packaged goods industry. Aztec's core offerings include value-added data processing and reporting, leading edge user friendly software, training and client service support. The company is on an exciting path of expansion bringing its proven methodologies and technologies to Canada in an effort to offer unique analytic services for retailer transaction and loyalty card data.

Job Purpose

The Account Administrator position is a support level Client Service role within Aztec Canada. The job is to provide a wide array of assistance to the Calgary based Client Service team members related to the delivery and support of the Aztec basket and loyalty card services to CPG clients. The primary functions of the role are to ensure timely delivery and data quality assessment of client databases and to respond to client support queries. The secondary aspect of the role is to further support the Client Service team by conducting general administrative tasks.

Essential Roles & Responsibilities

Data Accuracy and Delivery - *Managing client expectations on data quality/delivery*

- Overall responsibility for the accuracy and utility of client databases, including maintenance, timely database structure changes and data quality assessment
- Manage timely delivery of category databases to clients

Telephone Customer Service Support – *Provide quick assistance to client support queries*

- Respond to client emails requesting support on Aztec web based systems and provide solution to the following issues:
 - Web based registration
 - Category entitlement access
 - Issues related to the general functionality of the portal

General Administration – *Manage internal administrative documentation*

- Organization of materials and room prior to scheduled client training sessions
- Draft invoice specifications on new client agreements
- Assist the team in creating new training and reference documentation in Microsoft PowerPoint or Excel
- Manage the Aztec electronic library of reference materials

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Qualifications

- Secondary Post education and a strong record of academic achievement
- At least two years of practical work experience as an administrator
- Strong client and team focus mentality with initiative, creativity and a passion to deliver optimal results
- Strong personable character with the ability to manage difficult clients

Knowledge & Skills

- Strong proficiency in Microsoft Office suite of applications (e.g. PowerPoint, Excel, Word)
- Advanced communication and organizational skills
- Ability to manage multiple projects effectively and achieve results
- High levels of energy and enthusiasm

Measures of Performance

- Timely and accurate delivery of data to clients
- Strong client satisfaction and positive peer feedback
- Achievement of personal performance objectives as outlined with your manager

Personal & Job Attributes / Capabilities

- | | |
|-----------------------------------|---------------------------------|
| ▪ Team Oriented | ▪ Interpersonal Skills |
| ▪ Client Focus | ▪ Self-Motivated |
| ▪ Delivers Results | ▪ Service Excellence |
| ▪ Functional and Technical Skills | ▪ Time Management |
| ▪ Innovative | ▪ Values and Integrity |
| ▪ Intellect and Problem Solving | ▪ Meets Expectations & Deadline |

Job Scope

Direct Reports:	No	Geographic:	Calgary, Alberta
Indirect Reports:	No	Travel Required:	No
Budget:	No		