

## Account Manager

*Join the dynamic and collaborative team at Katalyst Data Management (KDM)! KDM is seeking an experienced Account Manager with great communications skills who is comfortable working with minimal supervision. This is an exciting opportunity to play an integral role in achieving client expectations and company goals. Qualified candidates will bring a strong knowledge of subsurface data management.*

- **Located in Balcatta, WA 6021**
- **Nominally 8:30 a.m. – 5:00 p.m. Monday - Friday**
- **Full-Time position**

### **The Company**

Katalyst Data Management (KDM) is the global leader in hosted subsurface data management solutions for the oil and gas industry. From data capture and verification, to data storage and organisation, to marketing data online, our specialised data services cater to large multinational corporations, national governments and small independents. KDM's web-based iGlass services and their related controls, including system redundancy, are key differentiators in providing and maintaining high availability, 24/7 access for customers. Innovation and commitment has enabled KDM to provide excellence in both technologies and service qualities.

### **Key Responsibilities and Accountabilities**

As an Account Manager, you must possess exceptional time management, organizational and multi-tasking skills as well as outstanding communication skills. Our ideal Account Manager is a detail-oriented team player who can hit the ground running, enjoys looking for the "story" in our client's data and can build strong relationships with clients. In this role, you will be the main point of contact for clients and will coordinate, manage and communicate client expectations and deliverables to the operations team. The Account Manager also oversees all jobs and projects while providing quality control, reporting and billing information as required. The Account Manager also provides support to the Business Development Team in all data management contracts and bid processes.

### **Key Responsibilities:**

- Identifies and executes technical solutions for the client to aid in their data management goals.
- Provides effective client communication, updates on projects, addresses requests in a timely manner and schedules and attends meetings as needed.
- Coordinates, manages and monitors the day to day work load for assigned clients to ensure obligations are being met.
- Maintains all contracts and profiles; works with internal teams to make sure SLA's are understood and being adhered to.
- Ensures that they are properly tracking, resolving and closing issues and action items regarding client requests.
- Creates project plans for large scale projects and works with Department team leads to help schedule internal resources.
- Prepares monthly reports for internal and external users that include Account status reports, project updates and contract and price list expiry dates.
- Coordinate and QC all client billing, ensuring pricing is accurate to clients contract and all invoicing is accounted for by month end.
- Provide Data management services that include; QC of data to ensure client requirements are met, handling of problem data, updating client metadata.

### **Skills Required:**

- Candidate will possess a strong working knowledge of subsurface data management.
- Uses sound judgment to make good decisions based on information gathered and analysed.
- Interacts with people effectively. Able and willing to share and receive information. Co-operates within the group and across groups with a strong emphasis on teamwork.

- Pays close attention to detail, accuracy, and completeness. Shows concern for all aspects of the job/project and follows up on work outputs.
- Takes personal responsibility for job/project performance and adheres to commitments.
- Strong oral and written communication proficiency.
- Advanced Microsoft Office skills, in particular Word and Excel.
- Strong organisational skills with the ability to prioritise and act upon multiple projects at once.

**Required Education and Experience**

- Science degree (Maths, Physics, Geology, Geophysics preferred), or equivalent level of related experience.
- 5+ years working in the E&P industry. Practical experience working with subsurface data would be highly regarded.
- Knowledge of E&P Data Management requirements and expectations.
- 3+ years of client-facing experience.
- Strong working knowledge of Microsoft Office.

Occasional regional and international travel may be required.

Applications can be emailed in confidence to [hr-aus@katalystdm.com](mailto:hr-aus@katalystdm.com)