

Account Manager – Auto

Avanti Finance Group is a privately owned specialist lender operating across New Zealand and Australia. We're on a growth mission to lead and inspire our industry through innovation and the development of exceptional financial services, while fostering a motivated and engaged workplace culture centred around personal growth and high performance.

The Account Manager – Auto supports the growth and retention of Avanti Finance's Auckland introducer network by building effective relationships, delivering responsive day-to-day service, and helping dealers and other introducers understand our products and processes. Working under the guidance of the Northern Regional Manager – Auto, the role contributes to territory plans, maintains accurate market and customer information, and provides practical support that makes it easier for introducers to do business with Avanti.

IN THIS ROLE, YOU WILL:

Build and Support Introducer Relationships

- > Build productive relationships with existing dealers and other introducers across Auckland through regular, well-planned contact.
- > Support the Northern Regional Manager to deliver territory objectives, sales activity plans, introducer engagement initiatives, and agreed new business outcomes.
- > Maintain clear weekly and monthly call plans, record activity accurately in the CRM, and follow through on agreed actions.
- > Help introducers understand Avanti's products, credit appetite, documentation requirements, and processes through practical training and ongoing support.
- > Respond promptly to introducer and customer queries, taking ownership of issues and coordinating with internal teams through to resolution.
- > Keep introducer records and market information current, and share relevant insights, opportunities, and competitor activity with the Northern Regional Manager.
- > Support introducer events, promotions, and relationship activities that strengthen engagement.

Always Ensure Integrity, Risk and Compliance.

- > Apply a risk and compliance lens, ensure legal adherence, and manage all day-to-day risks through the appropriate channels.
- > Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

Living Our Values: Be Curious, Champion the Customer, Do What's Right & Win Together

- > Be a team player and follow your manager's reasonable instructions, performing additional duties as needed.
- > Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.

THE SUCCESSFUL CANDIDATE WILL HAVE:

- > Experience in customer service, account support, sales, or relationship management; experience in financial services or the automotive sector is advantageous.
- > A confident, professional, and approachable communication style, with the ability to build trust and present information clearly.
- > Attention to detail, along with problem solving ability and competent critical thinking skills.
- > Strong organisation and planning skills, with the ability to manage a varied workload, meet commitments, and keep stakeholders informed.
- > A customer-focused mindset and willingness to ask questions, learn, seek guidance, and develop product and industry knowledge.
- > Sound numerical ability and confidence using CRM systems and Microsoft 365 applications.
- > An understanding of financial-services compliance and relevant legislation, including the CCCFA, or the ability to develop this knowledge quickly.
- > A proactive, adaptable approach, a strong work ethic, and commitment to ongoing personal development.
- > A genuine desire to help and add value in everything they do.
- > A work ethic that enjoys seeing tasks through to completion to a high standard and timely manner.
- > A willingness to travel within the Northern Region from time to time if needed.

OPERATIONAL DETAIL:

Location	Auckland, Wynyard Quarter
Department	Auto
Reporting to	Northern Regional Manager – Auto
Direct reports	This role does not have direct reports.
Internal relationships	All members of the Avanti Finance Group team.
External relationships	Customers, brokers, dealers, and introducers.