

Position Description

Technical Account Manager – Specialty Protein

Technical Account Manager – Specialty Proteins (T. USA, Canada, Mexico & Turkey)

Company:

The Tatua Co-operative Dairy Company Limited is seeking to appoint a Technical Account Manager within the Specialty Protein Team. This team delivers maximised returns from Tatua’s specialty protein portfolio through technical sales excellence, disciplined execution, and strong collaboration with Operations and R&D. The Technical Account Manager (TAM) supports Tatua USA-aligned markets as well as accounts in Canada, Mexico, and Turkey, ensuring technical-commercial accuracy, documentation integrity, and high-quality customer engagement.

The Role:

Reporting to the Senior Business Development Manager – Specialty Proteins (T. USA), the TAM provides day-to-day technical and commercial support across T. USA, Canada, Mexico, and Turkey. The role coordinates across Business Development, Subsidiary teams, Operations, Quality/Regulatory and R&D to ensure customer needs are met with timely, accurate, and solutions-focused support. The TAM leads the technical set-up for new product introductions into new markets and provides visible, customer-facing operational support, while ensuring accurate documentation, forecasting, and pricing are provided.

Key Relationships – Internal	Key Relationships – External
<ul style="list-style-type: none"> • Subsidiary president T.USA and team • Business Manager – Specialty Protein • Business Manager – Ingredients Trading • TLT team members (as required) • Technical Account Managers • Market Coordinators • R&D Manager & Technologists • Operations, Manufacturing, Quality, Regulatory & Compliance • International Trade • Supply Chain & S&OP • Finance • Marketing Services 	<ul style="list-style-type: none"> • Customers in T. USA, Canada, Mexico, and Turkey • Distributors/agents • Prospective customers • NZTE

Key Result Areas (KRAs):

Business Management	<p>Support profitable growth across assigned markets by maintaining accurate documentation, demand forecasts, coordinating trials, and ensuring correct application of Tatua commercial terms and change-control processes.</p> <p>Lead the technical set-up for new products to assigned markets, including qualification and approval steps, specification alignment, application support, trial coordination, and change notifications.</p> <p>Regularly review results and forecasts versus agreed objectives, and initiate adjustments as appropriate to bridge performance during the year.</p> <p>Contribute to sales on a day-to-day basis supporting commercial, S&OP, technical and logistical requirements, including maintaining a demand forecast model to align manufacture timing with stock in market against shipping lead times.</p>
Customer Management	<p>Provide day-to-day technical and commercial support for customers and distributors: manage technical requests and questionnaires, maintain</p>



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	specifications, coordinate complaint/NC investigations with Quality and Operations, and communicate proactively to build trusted partnerships.
Contract Manufacture Support	Act as the primary day-to-day conduit for T. USA contract manufacture operational and technical matters: manage documentation packs, respond to technical queries, align production and quality requirements.
Business Development & Product Development Support	Collaborate with BDMs and Subsidiaries to identify customer opportunities, provide technical input to business cases, support customer trials and scale-up, and represent customer requirements to R&D to shape practical, commercially viable solutions.
Business Systems & Processes	Support critical business functions to meet the operational needs of both the Specialty Protein Business Unit and total business. Support and utilise Sugar CRM, S&OP, JDE and PAW processes to enable effective forecasting, production planning and sales / budget analysis
Health & Safety	<p>Provide support to Health and Safety by understanding and implementing the requirements of the Health and Safety at Work Act, and Tatua’s policy and procedures, including:</p> <ul style="list-style-type: none"> • Maintaining Tatua’s safe working practices and procedures within your team and leading by example in all areas of health and safety. • Understanding, and complying with, any reasonable policy or procedure given by Tatua. • Participate in Health and Safety training, meetings and events when required. • Be actively involved in hazard and risk identification, assessment and control. • Follow all reasonable health and safety rules and instructions. • Taking reasonable care for your own health and safety at work and the health and safety of others. • Taking reasonable care that your acts (or omissions) do not adversely affect the health and safety of yourself or others. • Co-operating with any reasonable policy or procedure from Tatua, including wearing any necessary personal protective equipment and clothing. <p>Reporting any potential or actual risks, injuries, work-related illnesses and incidents (including near misses) so Tatua can investigate, and eliminate or minimise harm or risk of harm.</p>

General:

To follow any lawful or reasonable instruction made by the employer. To be present at work; and to work faithfully and honestly.

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Key Skills/Knowledge/Experience Required

<p>Skills:</p> <ul style="list-style-type: none">- Strong technical problem-solving and attention to detail- Excellent interpersonal and cross-cultural communication- Documentation rigour (specifications, master files, change control)- Effective coordination across Operations, R&D and BDMs- Drive for results and disciplined execution
<p>Knowledge:</p> <ul style="list-style-type: none">- Scientific, chemistry, dairy or food-science background- Understanding of food safety, quality and regulatory systems
<p>Experience:</p> <ul style="list-style-type: none">- Experience in dairy manufacturing/processing or closely related technical industry- Experience in B2B technical/customer support- Exposure to contract manufacture processes and documentation
<p>Qualifications & Cultural Fit:</p> <ul style="list-style-type: none">- Science/Food Science qualification- Strong connection to New Zealand desirable- Based in Waikato- Willing to travel periodically across assigned markets

EMPLOYEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE

