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A NOBLE & SON LTD

GENERAL MANAGER SALES AND CUSTOMER SERVICE

JOB & PERSON SPECIFICATION

SEPTEMBER 2018

JOB SPECIFICATION

Position title:	Reports to:	Position Classification:
General Manager Sales and Customer Service	Managing Director	Executive
Group / Unit:	Location:	Direct reports:
Sales	80-92 Grand Junction Rd KILBURN SA 5084	• 6

Job Purpose

Lead the national Sales and Customer Service function of the organisation to achieve Nobles sales revenue and profit targets through the proactive optimisation of core Market Segments, prospecting for and winning new customers, lead key contract negotiations and fostering a National approach to customer sales contracts.

Collaborate with Marketing to identify and grow new lines of business in keeping with Nobles core competencies and values.

Manage, mentor and improve the competency of the Field Sales and national Customer Service teams.

Key Responsibilities/Accountabilities

Team Management

- Actively participate and provide leadership in the strategic and operational direction of Nobles as well as regular and active review, monitoring and evaluation of the achievements of the Sales functions plans;
- Provide diligent supervision, leadership, coaching and development of all direct reports;
- Manage employee performance and values-aligned behaviours appropriately and align employee performance and objectives with the needs and values of Nobles through annual performance reviews and regular feedback and coaching;
- Coach, mentor and develop staff to maximise performance and process improvements, identifying skills gaps and targeted development opportunities;
- Respect fellow employees through role modelling and upholding adherence to all human resources policies (i.e. occupational health, safety and environment policy, equity and diversity policy, bullying and harassment policy and employee code of conduct policy);

Strategic

- In collaboration with the Executive Team, this position is responsible for the development, implementation, reporting and evaluation of :
 - The Sales strategy and business plan for Nobles;
 - Actively manage the financial and commercial aspects of the Sales & Customer service departments;
 - Analyse trends and results, establish price strategies, recommend selling prices, monitor costs, competition, supply and demand;
 - Strategic sales initiatives and procedures to achieve corporate objectives for products and services;
 - Specific customer strategies that align sales strategies to deliver enhanced business and revenue opportunities.

Operational

- Actively develop and pursue new opportunities and customers while promoting a positive and professional image of Nobles in the market place;
- Ensure the right processes and people are in place to successfully deliver against our customer promise;
- Act as a positive change agent including facilitation of two way communication with all stakeholders;
- Prepare reports for and/or attend Nobles' Board Meetings as required;
- Review competitor comparisons to ensure that Nobles' products and services provide contributors with quality and 'value for money';
- Represent Nobles' at external forums as required;
- Maintain a high level of account management and customer service at all times, be well presented and highly analytical with exceptional product knowledge relevant to the target market;
- In consultation with the Managing Director and State Sales Managers, develop, coach and train the Sales team, whilst focused on the achievement of strategic sales objectives and an increase in sales and gross profit;
- Design, develop, analyse, interpret and succinctly communicate sales report data to managers, including the Managing Director;
- Develop and maintain a National Customer Relationship Management system to manage prospects, leads and customers;
- Develop and implement a training and development program for sales teams;
- Design, develop and lead the National Sales Conferences;
- Maximise sales growth and profitability of the company's products by developing and maintaining effective relationships with internal and external customers;
- Produce and lead effective technical presentations, proposals and negotiations for winning contracts and tenders;
- Direct the research and development of existing products and investigate product changes and improvements to maintain market leadership;
- Negotiating trading terms at a national account level and assisting in the development of contract and tender documentation (contracts, tenders, notices and claims);
- Set appropriate KPI's for direct reports in revenue management and sales in key market sectors;
- Budgetary, P&L responsibilities including formulating budgets for the departments, revenue forecasts etc - ensuring profitability at all times;
- Develop and manage rate pricing, policies and structures;
- Meet and exceed revenue and market-share targets;
- Manage the Customer Satisfaction program and track and report on overall satisfaction with products, availability, pricing and service delivery for each state;
- Lead, direct and motivate a team of innovative sales people.

Relationship Management

- Represent Nobles at industry forums and advise the Board and Managing Director on emerging trends and developments;
- Build and maintain excellent relationships with all relevant stakeholders in accordance with organisational values and policies.

Information and Communications Technology

- Leverage technology to maximise value to processes, our people and our customers;
- Respect, maintain and use computer resources in accordance with the ICT policy.

Finance, Compliance, Risk Management and Audit

- Develop, monitor and report on the Sales & Customer Service expense budgets in conjunction with Finance;
- Manage expenses within delegated authority;
- Keep informed of industry and legislative requirements that may influence or impact business processes, and inform the Managing Director of key influences or impacts;
- Ensure business processes follow the organisation's compliance, risk and audit requirements;
- Actively participate and contribute to the development, consultation and implementation of Nobles Risk Management Framework.

Human Resources

- Responsible for the diligent supervision, leadership, coaching, feedback, development and reviews of all direct reports;
- Provide effective leadership to influence and uphold behaviours, performance and achievements in line with Nobles' values, strategy and business plans;
- Respect fellow employees through role modelling and upholding adherence to all policies and procedures.

Key performance indicators

- Revenue / GM
- Opportunity / Quote / Win conversion rate
- New Business contact value
- Sales forecast accuracy
- Sales growth / market share
- Value of major project Revenue/GM
- Customer satisfaction

PERSON SPECIFICATION

Qualifications

- Appropriate formal qualifications in business management and/or related technical discipline;
- Post graduate qualifications in business or a related discipline would be highly regarded;
- Membership of a relevant professional organisation is desirable.

Knowledge And Experience

Essential

- Significant experience in a sales management and leadership role;
- Ability to develop and deliver against effective and innovative sales strategies;
- Proven capacity to operate at both strategic and operational levels;
- Demonstrated experience leading and motivating a team focused on outcomes;
- Demonstrated commitment to teamwork and the promotion of a supportive work environment;
- Ability to build and maintain effective working relationships with both internal and external stakeholders at all levels;
- Strong strategic thinking and planning capability;
- Sound experience in budgeting, risk management and financial management;
- Highly developed verbal and written communication, negotiation and influencing skills;
- Sound presentation skills;
- Ability to prioritise and manage multiple demands whilst achieving high outputs;
- Ability to work autonomously and as part of a team;
- Success in leading and managing small to medium business improvement projects;
- Ability to effectively implement and manage change;
- Excellent conceptual and analytical skills with the ability to interpret and apply interacting policies and legislation;
- Experience in industrial/resources sales environment.

Desirable

- Leading a national sales team;
- An understanding of the lifting industry.

Personal Qualities

- Ability to gain the confidence and respect of the Board, executive team, management, staff and other stakeholders;
- Commitment to initiating and driving change with resilience, creativity and energy;
- Absolute commitment to providing quality internal service across an organisation;
- High degree of creativity, initiative and commitment to continuous improvement;
- A positive, proactive and pragmatic approach;
- High degree of personal and professional confidence and integrity while dealing with sensitive and confidential issues;
- Preparedness to promote and support a positive organisational culture in a team environment;
- Genuine affinity with the values and ethos of Nobles.

Special Conditions

- Intrastate, interstate and international travel.

HOW TO APPLY

Applications in Word format only should be forwarded to Justin Hinora by email to 23671@hender.com.au

Telephone enquiries are welcome on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.