

Position Description

Position Title:	Technical Sales Support	
Reports to:	Customer Success Team Leader	
Direct Reports:	None	
Full/Part time:	Full time	
Location:	Head Office Mangere	
Key Relationships:	Abodo Whanau specifically; Head of Markets, Customer Success Team Leader, Operations Manager	In addition: <ul style="list-style-type: none"> - Key Customers - Key Architects

Main Purpose (Summary)

The role of Inside Technical Sales Support is to assist with sales order management along with planning, co-ordination and despatch of Abodo products.

The role will be responsible for supporting sales activity in export markets including the creation of pull through demand for the Abodo range of natural eco-timbers.

The role's predominant focus is on the Australia, European, US and Asian markets, though other markets including the Pacific may need to be serviced as part of the role.

Detail:

This is a hands-on sales support role which involves order management along with the support of Distributors and their sales teams in the territories to achieve Abodo's sales objectives.

What you will do (Key accountabilities and tasks)

On a day-to-day basis, the role will:

Sales support (60%)	<ul style="list-style-type: none"> ▪ Keying and following through Customer orders including checking quality requirements are met prior to despatch ▪ Formulation of costings including sourcing products and pricing and submitting Customer Quotes ▪ Answering customer queries ▪ Maintenance of the shipping rates database giving costing to sales for shipping around the world ▪ Optimisation of shipping containers ▪ Coordinate with Export operations team to ensure orders are delivered on time and in full. ▪ Keeping across documentation requirements (Import permits, treatment / Phyto certifications, etc...) ▪ Management of customer claims/ credits / payment terms ▪ Statement and payment follow up with all customers ▪ Coordination and sending samples to customers ▪ Following up orders' progress and advising customers on updates ▪ Active leadership on Weekly and monthly reporting on sales and margins, customer trending, open orders, and DIFOT across markets. ▪ Problem solving and technical support for customers
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<p>Sales development and Promotion (20%)</p>	<ul style="list-style-type: none"> ▪ Active leadership in helping to develop best practice use of HubSpot CRM across the sales function. ▪ Assisting Area Sales Managers to develop valuable new business opportunities to deliver agreed new customer acquisition, volume and margin targets ▪ Provide a brief monthly update on activities, market opportunities and outcomes ▪ Ensuring customers have samples and brand collateral ▪ Manage and respond to enquiries from website and shared email inboxes ▪ Monitor the day to day performance of distributors and their adherence with the Abodo brand promise
<p>Architectural Development (20%)</p>	<ul style="list-style-type: none"> ▪ Lead contact for key architectural practices and larger design builders ▪ Take ownership of and build the customer database in HubSpot. Load all projects and contacts to allow maximum visibility of the sales pipeline for all stakeholders ▪ Ensure end user is satisfied, pass feedback to head office ▪ To actively promote and take to market an exciting and environmentally sustainable natural wood brand ▪ Contribute locally specific digital media content for web and social, ▪ Work with Marketing Manager to co-ordinate marketing activities

What you will be valued for – (Core competencies)

These are skills and behaviours that are important for success in this role.

- **Customer Focus:** Timely and accurate processing of transactions to support better customer experience and the sales function.
- **Instils Trust:** Follows through on commitments. Exhibits technical knowledge of product and is a trusted source of information. Is seen as direct and truthful. Keeps confidences. Practices what he/she preaches. Shows consistency between words and actions
- **Interpersonal Savvy:** Relates comfortably with people across levels, functions, culture and geography. Acts with diplomacy and tact. Builds rapport in an open, friendly and accepting way. Builds constructive relationships with people both similar and different to self. Picks up on interpersonal and group dynamics
- **Plans and Aligns:** Planning and prioritising work to meet commitments aligned with organizational goals. Ensures work is executed in a timely manner in line with export shipment requirements.
- **Decision Quality:** Making good and timely decisions that keep the organisation moving forward. Able to solve problems and make decisions independently.

What is important to us – (Our values)

Our Values are about why and how we do things and how they form the foundation of our culture.

- **It Will Be OK:** We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services
- **Customer Spotlight:** Our entire team recognises the importance of customers. We manage their expectations to see them exceeded
- **Solid Bond:** Like a perfectly formed finger joint we will work together to get a better result. We are a family and we treat each other with respect
- **Future Thinkers:** We will actively seek to provide solutions to our customers problems and our own internal problems with a spirit of innovation
- **Walking the Talk:** We don't just supply sustainable products. We will bring sustainability into the way we work and where we work
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The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:	PD Last updated:
Manager: (Signature)	Position Holder: (Signature)
Updated by:	

