

Position Description

Position Title:	Technical Support Lead
Reports to:	Customer Success Team Leader
Direct Reports:	None
Full/Part time:	Permanent Full Time Position
Location:	Head Office, 62 Ascot Road
Key Relationships:	<ul style="list-style-type: none"> ▪ Abodo Whanau specifically Sales, ops and production teams ▪ Key suppliers ▪ Key customers

Main Purpose (Summary)

The role of Technical Support Lead is to assist in the development of sales and provide technical support for Abodo's range of wood products, with a focus on architectural and builders across all markets. The role is expected to be mainly office-based, with some off-site visits as required.

What you will do (Key accountabilities and tasks)

To assist with management of domestic and global sales of Abodo products, including:

- Quoting, follow up and management of orders from customers
- Builder and architectural market development and technical support
- Building relationships with key customer groups
- Internal sales and technical support to the sales team

Key Tasks include:

- Assistance with sales and market development for all of Abodo's existing and future product ranges
- Answering customer queries and providing technical support to customers and the Abodo team
- Technical support to the sales team
- Lead development, qualification and follow up
- Issuing quotations to customers
- Keying and following through customer orders
- Assistance with creation of price lists
- Investigation into under expected margin jobs
- Management and follow up of customer complaints and register
- Preparing and sending samples to customers
- Hosting customers at Abodo Showroom
- Attending trade shows and presentations
- Building site visits where required
- Training customers and staff

This Position description describes the majority of work to be performed, but it is not intended to be an exhaustive list of all the duties for the position. Reviews will be held regularly to establish if changes are required to keep this position description accurate and in line with the requirements of the business.

What you will bring – (Technical and role related experience)

- Eye for detail



- Timber and construction knowledge.
- Hands-on abilities
- Ability to plan daily priorities
- Customer focus (internal & external)
- Positive and supportive
- Health and safety conscious

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.

Instils Trust: Follows through on commitments. 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 prioritizing work to meet commitments aligned with organizational goals

Decision quality: Making good and timely decisions that keep the organization moving forward

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

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:	November 2022
Manager: (Signature)	Position Holder: (Signature)	
Updated by:		

