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| POSITION DESCRIPTION: Sales Consultant |

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| **Approval Date** | 2018 06 |
| **Business Unit** | Trucks & Machinery | | **Location** | Whangarei |
| **Reporting to** | Branch Manager | | **Direct Report** | Nil |

## Job Purpose

The Sales Consultant will operate as an integral member of the Trucks & Machinery team. This role involves:

* Growing and developing truck and machinery sales by sourcing assets
* Providing a high level of service to both internal & external customers
* Assist with the sales process including buy now, auctions and other sales methods, as appropriate
* Assist with building a national buyer base and promote trucks, machinery and mobile plant for sale
* Negotiate trucks, machinery and mobile plant that have not met reserve
* Developing and maintaining wherever possible, sound, regular and positive relationships with vendors and buyers, ensuring wherever possible they achieve agreed services and revenue objectives.
* Being part of a strong team to ensure delivery of excellent customer service.
* Generally assisting other sales consultants and staff with pre-, during and post- sale activities, including the effective set up and smooth running of all commercial sales both in house and on site, meeting and exceeding both buyer and seller customer needs, effective stock control measures, and ensuring our obligations for customers (and other staff and visitors) are meet in terms of the Health and Safety in Employment Act.

## Company Values

The Sales Consultant will be expected to operate in line with our company values which are:

* Integrity – do the “right” thing
* Team – together we are up for it
* Customer driven – put yourself in their shoes
* Passion – an “anything is possible” attitude

## Relationships

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| **Internal** | **External** |
| * Auckland T&M Branch staff * Wider Auckland Turners Staff * National Turners Staff | * Vendors & Buyers * Representatives from Financial Institutions * Representatives from Insurance Companies |

## Key Accountabilities

| ****Accountabilities**** | ****Performance Measures**** |
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| **Sales** |  |
| * To actively assist in preparing and presenting assets/goods for sale to their best advantage - as tasked/assigned. * Maintain and develop a service orientated culture, ensuring that customers both buyers and vendors receive the best possible service at all times. * Also co-operate with other staff/departments and promote strong team spirit.   To develop and implement initiatives which attract vendors and buyers to vehicle sales. The key focuses are:   * Selling assets through the various sales channels available to Turners customers, maximising the number of assets sold and ensuring all the requirements of vendors are met. * Prospecting for and attracting buyers utilising resources such as the web, regular buyer contact, and active promotion of all catalogue entries. * Managing buyer accounts with a goal to increase the number of buyers. * Promoting assets to prospective buyers utilising a range of resources. * Providing outstanding service/assistance to buyers and ensure adequate explanation is given of supporting services such as finance, insurance and warranties. * Effective and prompt handling of all customer enquiries and/or directing contacts to the appropriate staff. | * Positive feedback received. * Extent of set up for sales within set time frames, to safety standards, and to customer specification as assigned. * Effectively handle key vendor enquiries and complaints, informing the Manager. * Meet standards as determined by the Manager (or his/her representative). * Fully and accurately manage booking-in information on Turners systems. * Provide accurate appraisal and valuation for all vehicles offered for sale. * Number of new vendor accounts. * Number of re-books. * Number of vehicles sold. * Data accuracy and quality of administrative actions (e.g. ensure vendors deliver and/or remove vehicles within appropriate time limits). |
| * To earn revenue from the sale of related services, and to ensure where appropriate that there is always a strong referral and cross sell into the finance and insurance products (where appropriate). * Cash Now * Finance | * Meet targets and standards as determined by the Manager (or his/her representative). * Meet revenue targets. * Ensure the growth of the vehicle vendor and buyer portfolio – i.e. maintaining and also growing the total number of active clients. * Effectively negotiate the sale of assets that have failed to reach reserve price at auction. * Timely advising all vendors of sales outcomes within the required time-frame after. * Effective, timely and systematic collection of vendor charges on assets entered for sale. * Timely approving the release of unsold assets and advising floor staff. * Timely and efficient organising of transporting of sold and unsold assets as required. * Systematic checking on the status of assets on the yard. |
| Have an active call cycle planned and entered into CRM. | * Meet KPI of 20 calls a week |
| **Auctions** |  |
| * To be involved in the preparation and finalisation of the weekly auction schedule. Also assist in the development and implementation of sales and customer services strategies through personal initiatives and teamwork. * Covering for other consultants on leave, bid spotting or absent bidding representative at auctions as required. | * Meet standards as determined by the Manager (or his/her representative). |
| **Personal development** |  |
| * Attends relevant and value adding professional courses and programs in consultation with the manager | * Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager |
| **Health and Safety** |  |
| * Ensures own safety and the safety of others around Turners businesses * Follows all Turners and ‘best practice’ safe work procedures, practices and instructions * Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness * Ensures their work area is free of potential hazards | * Meet standards as determined by the Manager, and/or the Turners H&S Officer |
| **General** |  |
| * Any other duties as and when required to ensure continuity of business * Undertake all special assignment work, projects, and all other tasks as requested - events – including assisting with other Branch auctions, covering for other consultants on leave, bid spotting or absent bidding representative at auctions as required. | * Achieve required contribution as determined by the Manager. |

## Qualifications and Experience

**Essential**

* NCEA Level 3 English and Maths or equivalent
* 3 - 5 years’ experience in a sales / business development role
* Computer literacy
* Basic Microsoft Office in Outlook, Word and Excel

**Specific** **Requirements**

* Legal right to work in NZ as defined by Immigration NZ
* Full Driver License with appropriate classes for role

## Competencies

* **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
* **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
* **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
* **Interacting with People** – Relates well with people from a wide variety of backgrounds.
* **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one’s manager, what type and amount of information to share, and how best to implement goals and objectives
* **Networking** – Builds strong working relationships with others outside one’s team to enlist the support of both people and resources to complete tasks
* **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
* **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
* **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
* **Customer Orientation** – Is focused on identifying and understanding customer needs. Expresses and acts on desire to assist others in a courteous and friendly manner.
* **Customer Trends** – Understand the factors/forces that shape customer trends; awareness of historical, current and projected industry trends ;maintains a focus on quality and market-driven principles
* **General Business** **Finance**– Understands basic business principles in conducting one’s duties (e.g. profit and loss, cost benefit, ROI, depreciation and profitability) and applies the knowledge to achieve objectives.
* **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
* **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.
* **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
* **Performance to Budget** – Makes sure work is done correctly, on time, and within budget, even if pressure has to be exerted on others to do so.
* **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer’s position and finds innovative and cost effective solutions to problems.
* **Results Orientated** – Ability to get the job done, even if it means working outside the accepted channels – taking uncharted paths but not jeopardising the company.

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| Terms of Employment |

The terms of appointment will be subject to an employment agreement, and annual performance objectives to be negotiated with your manager.

The position description is valid upon sign off by the Manager and acceptance of the position by the employee.

## Agreed

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| **Employee** |  | **Manager** |
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| Signed: |  | Signed: |
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| Name: |  | Name: |
|  |  |  |
| Date: |  | Date: |