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| POSITION DESCRIPTION: Commercial Remarketing Specialist |

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| **Approval Date** |  |
| **Business Unit** | Trucks and Machinery | | **Location** | Auckland |
| **Reporting to** | Branch Manager | | **Direct Report** | Nil |

## Job Purpose

The Commercial Remarketing Specialist will operate as a key member of the Trucks & Machinery team and will undertake general office duties that involve but are not limited to:

* Ensuring allocated tasks are completed in a timely and professional manner;
* Working with other team members to achieve business targets; and
* Delivering a high standard of customer service both internally and externally.

## Company Values

The Commercial Remarketing Specialist 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 Turners Staff | * Vendors & Buyers * Representatives from Financial Institutions * Representatives from Insurance Companies |

## Key Accountabilities

| ****Accountabilities**** | ****Performance Measures**** |
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| **Customer Service** |  |
| * Maintain and develop a service orientated culture, ensuring that customers receive the best possible service at all times. * Co-operate with other staff / departments and promote strong team spirit * Manage the effective handling of customer telephone enquiries * Ensure all commitments to customers are resolved within the specified time frame | * Internal and external customer feedback * Internal and external customer feedback |
| **Financial** |  |
| * Managing the processing of auction sales and processing of post-auction administration requirements. * Managing the approval and payment of local branch creditors, as per company policy * Supporting “best practices” and their adoption throughout the Branch. * Manage the approval and payment of local branch creditors, as per company policy * Co-ordinate branch debtors as per company policy * Cashiering duties as required including end of day balancing * Handle accounting queries | * Assist with the effective management of branch costs, by developing cost reduction initiatives * Operate within the Branch financial budget. * Achieve required contributions, standards and timeframes as determined by the Office Manager. * Revenue earned from services sold |
| **Administration** |  |
| * Ensure all data is fully and accurately entered into the computer system * Complete all security checks via PPSR and record any settlement figures and dates accordingly. * Provide any computer-based information required by other staff members * Assist in providing Support Office with all auction data within the set time frame, including end of month roll-over * Assist in providing Support Office with all weekly and monthly reports within the set time frame * Respond to and fulfil any request by Support Office for information | * Data quality * Staff feedback * Support Office feedback |
| **NZTA Processing** |  |
| * Ensure De-registrations and Change of Ownerships are completed in an accurate and timely manner * Ensure any other NZTA transactions are completed when required including RUCHO forms and RUCLA forms * Answering NZTA queries from customers and staff | * Data quality * Reports / data complete and on time |
| **Auctions / Sales Channels** |  |
| * Assist in the sale and promotion of supporting auction services to customers including the timely production of catalogues for auctions * Close auctions on time, ensuring correct commissions and charges are recorded, and outwork is correctly charged |  |
| **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** |  |
| * Undertakes all special assignment work, projects, and all other tasks as requested. * Put forward recommendations to enhance the service provided. * Attend appropriate meetings and actively contribute. * Any other duties as and when required to ensure continuity of business | * Achieve required contributions, standards and timeframes as determined by Manager. |

## Qualifications and Experience

**Essential**

* NCEA Level 3 English and Maths or equivalent
* 1-2 years’ experience in Administration
* Computer literacy
* Basic Microsoft Office in Outlook, Word and Excel
* Data entry
* Numeracy

**Specific** **Requirements**

* Legal right to work in NZ as defined by Immigration NZ

## 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.
* **Office Administration** – The ability to work as part of an effective administration team in supporting other company staff in the development of new business while maintaining relationships with existing businesses.
* **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
* **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
* **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.
* **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.
* **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.
* **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

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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: |
|  |  |  |
| Name: |  | Name: |
|  |  |  |
| Date: |  | Date: |