

Area Manager

Date Modified: 07/06/2019

Next Revision Date: 07/06/2021

Job Title: Area Manager**Location:** Nationally**Reports to:** Sales Manager**Department:** Sales

Position Summary

To develop long term partnerships with our customers to build win/win solutions within an assigned territory while promoting all aspects of Company in a professional manner.

Duties and Accountabilities

- Champion the Company Values
- Use Company provided systems/tools (i.e. Sales Advantage) to fully document, track, record, follow-up and capture all related sales activity in a timely and accurate manner. Use of the system should contribute directly to the proposal process, winning the sale, volume, territory awareness, participation, and customer satisfaction
- Effectively understand and use manufacturers' programs and resources to attain acceptable market share levels
- Promote whole-goods, parts, and service as a customer solution and build long term relationships within their territory to maximise customer and company profitability to meet sales targets
- Develop a keen awareness of the competition and competitive products, as well as business and industry trends
- Coordinate and/or conduct field demonstrations as well as operate machinery at customer work site
- Maintain strong knowledge of used equipment values and be able to evaluate properly for trading purposes
- Work in conjunction with Sales Manager and relevant departments, responsible for follow-up and expediting of whole good orders
- Accountable for timely follow up on each sale to ensure customer satisfaction
- Coordinate and/or communicate with customers and applicable departments to ensure timely delivery
- Coordinate pickup and delivery of equipment as needed
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook
- Conduct self in the presence of customers and community so as to present a professional image of Company
- Proactively seek and participate in available company-sponsored training, in an effort to develop and advance knowledge base and skill set
- Participate in all company/location driven communication efforts, including team meetings, department meetings and other related efforts
- Maintain a positive and professional working relationship with peers, management, and support resources, with a constant commitment to teamwork and exemplary customer service
- Perform all other duties as assigned by management in a professional and efficient manner

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Critical Skills and Attributes

- Prior sales experience and/or training (Company range of products preferred)
- Solid understanding of local market conditions
- Knowledge of resale values of particular machinery
- Strong communication and interpersonal skills
- Excellent customer service skills
- Excellent computer skills
- The right to work in Australia

Signed by the Employee

Signature

Date