

JOB FAMILIES

SENIOR EXECUTIVE

SALES/MARKETING

FINANCE/ADMINISTRATION

HUMAN RESOURCES

PUBLISHING/PRODUCTION

INFORMATION TECHNOLOGY

DISTRIBUTION

JOB SECTION: SENIOR EXECUTIVE

200	<u>Managing Director/CEO</u>
300	<u>General Manager (Multi-Function)</u>
400	<u>General Manager (Single-Function)</u>
1100	<u>Sales Director</u>
2000	<u>Marketing Director</u>
3000	<u>Finance Director/Chief Financial Officer</u>
7100	<u>Information Services Director</u>
5000	<u>Publishing Director</u>
5500	<u>Production Director</u>
8000	<u>Distribution Director</u>

POSITION DESCRIPTION

Position Title: Managing Director/CEO
Position Code: 200

Responsible for

Achieving corporate objectives and strategically managing a company or a group of companies. Ensuring that agreed strategies are implemented.

Reports To

Board of Directors (and Shareholders) or overseas principals.

Supervises

Directors, divisional and functional Managers.

Main Activities

- Responsible for the revenue attainment in an organisation.
- Overseeing the management of expense budgets and the satisfactory performance of various profit centres across the organisation.
- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Ensuring that agreed strategies are implemented.
- Having accountability under the Companies Act for the statutory compliance of all business activities.
- Acting as the chief spokesperson for the organisation.
- Directing and motivating the corporate team.
- NB: While most CEO's have a totally executive role, others are regularly involved in sales and/or technical activities.

Key Skills

- Excellent communication and decision making skills.
- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.
- Strong profit orientation.

Internal Contacts

Functional and Divisional Managers, Subordinate Staff and fellow Directors on the Board/Policy Making Management Team.

External Contacts

Industry Associations, Company Bankers, Financial Institutions, Governments, Major Clients, Shareholders, Major Suppliers, Legal Firms, the Media and Community at large.

Typical Experience

Over 15 years of experience in all aspects of management at a senior level, coupled with relevant tertiary qualifications and management training.

POSITION DESCRIPTION

Position Title: General Manager (Multi-Function)
Position Code: 300
Career Level: 7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. May be physically isolated from Head Office. Multi Functional responsibilities.

Reports To

Chief Executive/Managing Director.

Supervises

Sales and Marketing Managers, Customer Service Staff, Product Development Staff, Accounting Staff, Warehouse and Distribution Staff.

Main Activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountable for the overall profitability of the company, and the achievement of revenue and expense budgets.
- Ensuring that Company performance complies with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets. Acts as the chief spokesperson for the company/activity.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines.

Key Skills

- Excellent decision making skills.
- Strong team leadership skills, with the ability to motivate and develop staff.
- Sound administrative skill.

Internal Contacts

Sales and Marketing Staff, Customer Service and Product Development Staff, Accounts and Administration Staff.

External Contacts

Major Suppliers, Clients/Customers, Industry Associations.

Typical Experience

At least 12 - 15 years of experience in all aspects of operation, coupled with industry specific tertiary qualifications. Formal management training desirable.

Other Comments

General Manager - Subsidiary Operations, Head of a Major Profit Centre.

POSITION DESCRIPTION

Position Title: General Manager (Single-Function)
Position Code: 400
Career Level: 7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Reports To

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Managers and staff working within the responsibility of the particular functional area.

Main Activities

- Coordinating and participating in the compilation of budgets and forecasts and presenting them to higher Senior Management for approval.
- Working to achieve agreed revenue to expense budgets with accountability for the overall financial performance of the functional area this role has particular responsibility for.
- Managing various operations within a division within the policies and guidelines established by Executive Management.
- Participating as a member of the Senior Management team.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key Skills

- Sound administrative skills and a proven record of successful people management.
- Proven Management experience at a senior level; must be an effective Manager by exception.
- Strong leadership and motivational ability.

Internal Contacts

Sales and Marketing Staff, Customer Service and Product Development Staff, Accounts and Administration Staff.

External Contacts

Major Suppliers and Clients/Customers, Industry Associations.

Typical Experience

At least 10 - 12+ years experience relating to the particular area of responsibility, coupled with industry specific tertiary qualifications. Formal management training desirable.

Other Comments

Regional General Manager; may also be called a "Line of Business" Manager.

POSITION DESCRIPTION

Position Title: Sales Director
Position Code: 1100
Career Level: 7

Responsible for

Overseeing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

Reports To

Chief Executive/Managing Director.

Supervises

A national sales force, including State or Area Sales Managers, Product Specialists and Sales Representatives.

Main Activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Liaising with other managers to develop a national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.

Key Skills

- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Proven sales ability including excellent communication and ability to negotiate complex sales at senior levels.
- Strong administrative skill.
- Budgetary formulation and control abilities.
- Multitasking and time management, to assist in meeting deadlines for sales tasks and daily business operations.
- Ability to motivate and develop a team of sales staff.

Internal Contacts

Marketing Executives and Specialists, State or Branch Managers/Sales Managers, Credit, Finance and Human Resources Managers and Legal Officer.

External Contacts

Major customers, Advertising Agencies and Public Relations Firms, Distributors, State and Federal Government Officials.

Typical Experience

12+ years related Sales/Marketing experience possibly coupled with tertiary qualifications in technical/business areas.

Other Comments

This is a strategic role. If there is an operational component, please match to position code 1150 - National Sales Manager.

POSITION DESCRIPTION

Position Title: Marketing Director
Position Code: 2000
Career Level: 7

Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Reports To

Chief Executive/Managing Director.

Supervises

A specialist Marketing team, including Product Managers, Market Research Officers and Product Promotions Staff.

Main Activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies from market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns on a national basis.
- Preparing and updating national marketing budgets, regularly reporting on performance against target, and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key Skills

- Professional marketing skills are essential in combination with detailed knowledge of technological trends and developments.
- The role requires advanced communication skills, and the ability to interpret and maximise the use of sophisticated market research data.
- Strong team leadership skills, with the ability to motivate and develop staff.

Internal Contacts

National Sales Management, Finance and Accounting, Company Secretarial/Legal, Systems and Software Development.

External Contacts

Advertising Agencies, the Media, Public Relations Firms, Market Research Firms, Federal and State Government Officials.

Typical Experience

At least 12 years of marketing and product management experience coupled with relevant tertiary qualifications.

Other Comments

The role has significant elements of market strategy and positioning on a national basis.

POSITION DESCRIPTION

Position Title: Finance Director/Chief Financial Officer
Position Code: 3000
Career Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the organisation. Providing financial information to the Chief Executive and Directors.

Reports To

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main Activities

- Directing the establishment of Financial/Accounting principles, procedures and practices in the organisation, in line with legal and corporate requirements.
- Collecting, analysing and providing accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions, and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key Skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- The ability to organise and control major accounting systems is also required.

Internal Contacts

Functional Management, Company Secretary, Internal Audit, IT Manager.

External Contacts

Financial Institutions, Major Customers & Suppliers, External Auditors, Investment Advisers.

Typical Experience

At least 12 - 15 years practical experience coupled with relevant tertiary qualifications.

Other Comments

The role administers and directs to meet statutory and corporate reporting requirements. The detail is largely delegated.

POSITION DESCRIPTION

Position Title: Information Services Director
Position Code: 7100
Career Level: 6

Responsible for

Providing the internal computing and information processing services for the organisation.

Reports To

National Finance and Administration Manager or General Manager.

Supervises

Systems Development and Support staff, Operations staff and Computer Training staff.

Main Activities

- Controlling the provision of computing facilities and information systems throughout the company.
- Controlling operations and development budgets.
- Establishing and maintaining standards in relation to operations, programming and systems integrity and security.
- Assessing future computing and information processing requirements and recommending the installation of new/upgraded systems.
- Providing Helpdesk services and user education and training.
- Maintaining a high up time on all systems.

Key Skills

- Advanced skill levels in computing and computer operations.
- A good knowledge of computing directions and available company products.
- Planning and control abilities are very important.

Internal Contacts

All User departments, Product Specialists, Field Service and Technical Support staff, Finance and Administration staff.

External Contacts

Suppliers of non-company equipment and peripherals, software suppliers and consultants.

Typical Experience

At least 8 experience with broad exposure to computer technologies and project management or supervision, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Publishing Director
Position Code: 5000
Career Level: 6

Responsible for

Managing the strategic outcomes related to the publishing sector of the business. This includes preparing and delivering the strategic initiatives driven by the Publishing Division.

Reports To

Chief Executive/Managing Director.

Supervises

Publishing Department.

Main Activities

- Ensuring the quality, currency, accessibility and comprehensiveness of all core content is maintained across the editorial teams, appropriate to the specific markets for which they are produced.
- Ensuring that the editorial teams' products meet customer expectations and are produced efficiently and with an expectation of continuous improvement and cost reduction.
- Driving performance against the agreed publishing schedule within budgeted costs.
- Delivering budgeted revenue for scheduled core publishing events, delivering new products on time for other divisions, managing within assigned product/editorial cost targets and providing effective leadership for the editorial teams.
- Leadership of the publishing division including management and coaching of the senior team within publishing.
- Achieving appropriate levels of incremental growth in revenue each year for the texts list specifically.
- Reviewing the allocation of resources to align with strategy.

Key Skills

- Strong results orientation.
- Business Acumen.
- Excellent communication and interpersonal skills.
- Strong change leadership skills, with the ability to motivate and develop staff.
- Executive Disposition.

Internal Contacts

Senior Management, Publishing department, Finance.

External Contacts

Authors, vendors, suppliers, Federal and State Government departments.

Typical Experience

At least 10 years of experience in publishing, including at least 5 years in a management role, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Production Director
Position Code: 5500
Career Level: 6

Responsible for

Controlling and directing all aspects of production of the company's product range.

Reports To

Chief Executive/Managing Director

Supervises

Production department.

Main Activities

- Coordinating a national production operation to ensure the efficient and cost effective supply of product.
- Formulating production policies and strategies.
- Analysing procedures and implementing methods that optimise the productivity throughout the production function.
- Preparing and updating national production budgets, and regularly reporting performance.
- Negotiating product contracts.

Key Skills

- Strong analytical and organisational skills backed with formal training in logistics.
- Proven abilities in cost management, negotiation and industrial relations.
- Managing complex projects involving external partners.
- Strong interpersonal, negotiation and relationship building skills.
- Strong knowledge of relevant industry products and services.

Internal Contacts

Sales and service management, finance and accounting, human resources and industrial relations.

External Contacts

Suppliers, sub-contractors, union officials, Federal and State Government departments, major customers.

Typical Experience

A minimum of 7 to 10 years practical experience in a management role, coupled with relevant tertiary qualifications.

Other Comments

This is a specialised role based on "hands on" experience and backed by formal training.

POSITION DESCRIPTION

Position Title: Distribution Director
Position Code: 8000
Career Level: 6

Responsible for

Managing and directing all aspects of the distribution divisions inventory, customer service and warehousing functions

Reports To

Managing Director

Supervises

Distribution, Inventory and Logistics team.

Main Activities

- Managing the divisions performance to ensure budgets and forecasts are achieved.
- Ensuring the company's service levels and quality standards are met.
- Planning, budgeting and forecasting in a collaborative manner with other managers and staff in the company.
- Conferring with department heads to ensure coordination of distribution activities with activities of other functions such as accounts and manufacturing.
- Consulting with the managing director to direct, coordinate and evaluate the distribution department of the company.
- Delegating responsibility, setting expectations and providing recognition for successful results.

Key Skills

- Expert knowledge of distribution concepts, processes, activities and trends.
- Strategic management and negotiation skills.
- Ability to provide technical leadership, coupled with people and project Management skills.
- Business, communication, change management and customer service skills.
- Complex analytical interpretation and problem-solving skills.

Internal Contacts

Divisional/State Management, Manufacturing, Sales and Marketing Management, Warehouse and Transport Management, Buyers and Purchasing Manager.

External Contacts

Major customers, Transport and other Contractors, Union Officials and Organisers, Government Officials.

Typical Experience

At least 8 years of experience in distribution/logistics, including substantial managerial experience.

JOB SECTION: SALES/MARKETING**Sales:**

- 1150 National Sales Manager
- 1200 State/Territory Manager
- 1627 Key Accounts Manager
- 1350 Sales Representative/Account Manager (Field)
- 1652 Sales Representative/Account Manager (In-House)
- 1360 Sales Assistant

Sales (New Business/Products):

- 2600 Business Development Manager
- 1662 Technical Sales Specialist

Marketing:

- 2100 Marketing Manager
- 2200 Product Manager
- 2300 Marketing Strategist/Senior Officer
- 2310 Marketing Analyst

Publicity:

- 2550 Publicity Manager
- 2560 Senior Publicist
- 2570 Publicist
- 2580 Publicity Assistant

Design:

- 2700 Design Manager
- 2710 Designer

POSITION DESCRIPTION

Position Title: National Sales Manager
Position Code: 1150
Career Level: 6

Responsible for

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

Reports To

Sales Director

Supervises

State or Area Sales Managers, Product Specialists and Sales Representatives.

Main Activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Assisting the Sales Director to develop a national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

Key Skills

- Sound product and industry knowledge.
- Budgetary formulation and control abilities.
- Ability to negotiate complex sales at senior levels.
- Excellent planning and administrative abilities.
- Excellent motivational and persuasive skills.

Internal Contacts

Marketing Executives and Specialists, State or Branch Managers/Sales Managers, Credit, Finance and Human Resources Managers and Legal Officer.

External Contacts

Major Customers, Advertising Agencies and Public Relations Firms, Distributors, State and Federal Government Officials.

Typical Experience

At least 8 years related sales/marketing experience coupled with relevant tertiary qualifications in technical/business areas.

Other Comments

This is an operational role. If there is a strategic element to this role, please match to position code 1100 - Sales Director.

POSITION DESCRIPTION

Position Title: State/Territory Manager
Position Code: 1200
Career Level: 5

Responsible for

Controlling the sales and administrative activities of the state/territory to achieve revenue and expense targets.

Reports To

National Sales and Marketing Manager, General Manager, Chief Executive Officer.

Supervises

A team of Sales Staff, both internal and external, Administration and Field Services.

Main Activities

- Managing and undertaking a variety of divergent functional activities of the State office to ensure its efficient and effective operation, including managing and supervising staff and compiling reports for Senior Management on the State office's performance against revenue and expense targets.
- Building relationships to win and retain customers, preparing and presenting proposals, servicing key accounts, and negotiating deals within policy guidelines.
- Providing direction, motivation and leadership to the Sales team to meet sales targets, including training, both formal and on the job coaching and individual mentoring.
- Making a substantial input to forecasting and setting sales and expense budgets for the State office.
- Recruiting, developing and reviewing team performance, ensuring achievement of KPIs and budget.
- Adding value to the organisations ongoing business expansion and consistent growth in market share.
- Monitoring and reporting on competitors' sales and product strategies.

Key Skills

- Service orientated, with strong knowledge of the product and the local market.
- Strong personal sales abilities and proven skills in leading, developing and driving a Sales and Administration team.
- Effective administrative skills, together with good analytical and reporting abilities.
- Ability to work to strict deadlines and juggle a multitude of tasks.
- Strong decision making ability.
- Outstanding communication, interpersonal and presentation skills.

Internal Contacts

Credit Controller, Service Manager, Product Managers, Logistics Manager.

External Contacts

Key Accounts, Distributors, Government Officials, Customer Complainants, Advertising Agencies.

Typical Experience

At least 7 - 10 years of related Sales/Marketing experience coupled with possible tertiary qualifications in Technical/Business areas.

Other Comments

People in this role typically spend as much time selling as managing.

POSITION DESCRIPTION

Position Title: Key Accounts Manager
Position Code: 1627
Career Level: 4

Responsible for

Maximising revenue from a major/key/named client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Senior Sales Manager, Sales Director.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

Main Activities

- Formulating, implementing and managing strategic business plans regarding one major/key/named client account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the major/key/named client account.
- Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal Contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External Contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical Experience

8 years of sales experience, may possess relevant tertiary qualifications.

Other Comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

POSITION DESCRIPTION

Position Title: Sales Representative/Account Manager (Field)
Position Code: 1350
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

3+ years of sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Sales Executive, Sales Consultant.

POSITION DESCRIPTION

Position Title: Sales Representative/Account Manager (In-House)
Position Code: 1652
Career Level: 3

Responsible for

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

Reports To

Sales Administration/Internal Sales Manager, Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

Key Skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

Internal Contacts

Sales Management, Marketing staff, Finance & Administration staff, Customer & Technical Support, Research & Development staff, Warehouse & Distribution staff.

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

Typically 3+ years of experience in a sales type role.

POSITION DESCRIPTION

Position Title: Sales Assistant
Position Code: 1360
Career Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key Skills

- Potential to develop strong sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration staff, Marketing Staff, Customer & Technical Support, Research & Development staff, Warehouse & Distribution staff.

External Contacts

Customers, suppliers.

Typical Experience

1+ years of sales experience, and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Associate Sales Executive, Associate Sales Consultant.

POSITION DESCRIPTION

Position Title: Business Development Manager
Position Code: 2600
Career Level: 5

Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Sales Manager, Senior Sales Manager, Sales Director.

Supervises

No supervisory responsibilities.

Main Activities

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal Contacts

Sales Staff at all levels, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External Contacts

Customers, Prospective Customers.

Typical Experience

7 - 10 years of Commercial experience, with significant time in a Sales/Marketing environment, coupled with relevant tertiary qualifications.

Other Comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Account Managers once they have been established as standard entities within the organisation.

POSITION DESCRIPTION

Position Title: Technical Sales Specialist
Position Code: 1662
Career Level: 4

Responsible for

Providing pre-sales support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction.

Reports To

Business Development Manager.

Supervises

A small team of pre-sales staff or no supervisory responsibilities.

Main Activities

- Acting as the team leader for a group of pre-sales support specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the sales team with pre-sales activities including the development of formal sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Ssales support services for the sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with post-sales support and technically training the customer support team where required.

Key Skills

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal Contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External Contacts

Customers.

Typical Experience

7 - 10 years of relevant Sales and Technical experience, including 3 - 6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other Comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

POSITION DESCRIPTION

Position Title: Marketing Manager
Position Code: 2100
Career Level: 5

Responsible for

Implementing and monitoring the marketing strategy to achieve market share and profitability goals for either a specific industry, product or line of business.

Reports To

Corporate Marketing Manager or Marketing Director

Supervises

Product Managers, Marketing Analyst and Product Promotions staff.

Main Activities

- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Formulating and recommending appropriate marketing policies from market intelligence and research projections.
- Preparing and updating market budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Recommending pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key Skills

- Professional marketing skills are needed, in combination with a good knowledge of the special needs of an industry group and knowledge of the product's competitive strengths/potentials.
- Strong communication skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal Contacts

National Sales management, Finance and Accounting staff, Company Secretary, Legal staff, Systems and Software Development staff.

External Contacts

Advertising agencies, the media, public relations firms, market research firms, federal and state government officials.

Typical Experience

Tertiary qualifications with at least 8 years marketing and product management experience.

Other Comments

Specialises in one of these areas:- Industry: marketing a relatively wide range of products to a particular industry. Products: marketing a specific product or group of products. Line of Business: marketing within segregated business units/divisions.

POSITION DESCRIPTION

Position Title: Product Manager
Position Code: 2200
Career Level: 5

Responsible for

Managing the development, market share and profitability of strategically important Products or brands for either a particular Product or industry.

Reports To

Marketing Manager.

Supervises

May supervise a Marketing Assistant.

Main Activities

- Developing and/or contributing significantly to the overall marketing strategy of a specific Product or Product Line.
- Managing Product sales budgets and continually monitoring actual Product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence.
- Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in Product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing Product training to sales force.
- Overseeing Product design and enhancement activities.

Key Skills

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

Internal Contacts

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

External Contacts

Advertising Agencies, Market Research Companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

Typical Experience

6+ years commercial experience, coupled with a university degree in Business/Marketing or similar tertiary level qualification.

POSITION DESCRIPTION

Position Title: Marketing Strategist/Senior Officer
Position Code: 2300
Career Level: 4

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing strategically important products and/or services.

Reports To

Marketing Manager.

Supervises

May supervise Marketing Officers.

Main Activities

- Working with line management groups to build and implement product marketing solutions in line with business needs.
- Developing go to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.

Key Skills

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

Internal Contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the business.

External Contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical Experience

4-5 years experience in marketing, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Marketing Analyst
Position Code: 2310
Career Level: 2

Responsible for

Providing assistance to line management, using basic to intermediate level marketing knowledge on a broad range of marketing programs and practices.

Reports To

Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing a variety of services covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementation of new practices and programs to meet organisational needs.
- Assisting with components of larger projects with direction from consultants and marketing managers.

Key Skills

- Knowledge of marketing practices and programs.
- Good communication skills.
- Strong service orientation.

Internal Contacts

Marketing team, Sales/Product Management team, Customer Service team and Business Managers.

External Contacts

Marketing consultancies, Industry Associations.

Typical Experience

1-3 years experience in marketing, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Publicity Manager
Position Code: 2550
Career Level: 4

Responsible for

Providing professional and technical marketing communications expertise to handle advertising, public relations and/or promotional activities that are typically referred to external agencies or consulting firms.

Reports To

Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring the effective internal dissemination of company news, announcements, marketing event calendars and other communications to the field.
- Organising internal promotions and events such as the annual sales kick off.
- Assisting in the production of publications such as newsletters, product brochures and other promotional material.
- Preparing editorial for press releases and/or coordinating this activity through external Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows, including liaison with external service organisations.
- Developing and supervising budgets for activities.
- Liaising with advertising agencies, public relations consultants and the media.

Key Skills

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to use own initiative.

Internal Contacts

Sales department employees, Marketing Management, Senior Executive team.

External Contacts

Media, advertising & public relations agencies/consultancies, sponsorship recipients, promotions consultants, conference organisers, graphic designers, printers.

Typical Experience

5+ years of related experience such as Advertising, Journalism, Public Relations or Event Management coupled with tertiary qualifications (typically in Marketing, Communications or Journalism).

POSITION DESCRIPTION

Position Title: Senior Publicist
Position Code: 2560
Career Level: 4

Responsible for

Publicising and promoting all relevant publications with instruction from the general manager.

Reports To

Publicity Manager

Supervises

Publicists, Publicity Assistants.

Main Activities

- Working closely with management regarding all media developments to ensure that all titles are being monitored and managed effectively.
- Developing and maintaining publicity initiatives which allow for the effective dissemination of media information to internal personnel, including publishing marketing and sales.
- Meeting regularly with management to discuss advance allocation of titles, publicity and media updates.
- Managing and maintaining media databases for all disciplines to ensure relevant/valuable contacts are maintained.
- Seeking opportunities for television, print, radio and online publicity wherever possible whilst controlling overall publicity expenses.
- Coordinating and executing the timely placement of publicity strategies.

Key Skills

- Excellent communication, both verbal and written.
- Self-motivated and able to work unsupervised and achieve strict deadlines.
- Exceptional organisational and interpersonal skills.
- Strong leadership/mentoring skills.

Internal Contacts

Stills Librarian, Marketing, Entertainment Consultants, Cable Advisors, Mailroom & Reception.

External Contacts

Channels / Channel Management Media.

Typical Experience

At least 5 years experience in a publicity role coupled with any relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Publicist
Position Code: 2570
Career Level: 3

Responsible for

Responsible for the creation, control and implementation of the strategic media communications.

Reports To

Publicity Manager

Supervises

Typically no supervisory responsibilities.

Main Activities

- Seeking opportunities for television, print, radio and online publicity wherever possible whilst controlling overall publicity expenses.
- Prioritising titles each month and monitoring the progress of each title.
- Researching and writing media releases.
- Coordinating and executing the timely placement of publicity strategies.
- Building and maintaining quality media relationships.

Key Skills

- Excellent communication, both verbal and written.
- Self-motivated and able to work unsupervised and achieve strict deadlines.
- Exceptional organisational and interpersonal skills.

Internal Contacts

Stills Librarian, Marketing, Entertainment Consultants, Cable Advisors, Mailroom & Reception.

External Contacts

Channels / Channel Management Media.

Typical Experience

Several years relevant experience in a publicity role coupled with any relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: **Publicity Assistant**
Position Code: **2580**
Career Level: **2**

Responsible for

Providing administrative and clerical support and assisting in the everyday operations of the marketing/publicity department.

Reports To

Publicity Manager.

Supervises

Typically has no supervisory responsibilities.

Main Activities

- Providing administrative and clerical support including typing of memos, letters and other documents when needed; clipping and filing of press materials; organisation of travel and other business requirements; processing of expenses, invoices and accounts; and other nominated clerical and administrative duties as required.
- Updating media contacts in radio and press to ensure correct name, title, address, phone and e-mail regularly.
- Assisting Senior and Interstate publicists in distributing programming information, tapes and transparencies to media.
- Updating relevant websites with programming information and materials.
- Assisting in the preparation and distribution of media releases, as needed.
- Assisting with requests for and from on-air talent and enquiries about the channels and their programs.
- Assisting Senior publicists to organise functions i.e. media conferences, boardroom lunches, channel launches, program launches and photo shoots.

Key Skills

- Good communication, both verbal and written.
- Ability to work as part of a team.
- Ability to work unsupervised and achieve strict deadlines.
- Flexibility in attitude and ability to cope with ever changing work demands.
- Ability to cope under pressure.
- Computer literacy - particularly familiarity with Microsoft W4W, Excel and PowerPoint

Internal Contacts

Marketing, Sales, Mailroom & Reception.

External Contacts

Channels / Channel Management Media.

Typical Experience

1 - 2 years secretarial/administration experience.

POSITION DESCRIPTION

Position Title: Design Manager
Position Code: 2700
Career Level: 4

Responsible for

Working with management to effectively design promotional material, book covers, internal designs, book artwork and associated products.

Reports To

Marketing Manager.

Supervises

May supervise designers.

Main Activities

- Ensuring successful concept development, graphic design and production of all design related media forms.
- Designing attractive print material, as well as appealing book covers, packing and labels according to the publishers specifications.
- Supervising the day-to-day workflow of the design team.
- Designing internal book layouts, including all graphics to the publishers specifications.
- Contributing to the production of graphic design work, designing and delivering creative and effective marketing material.

Key Skills

- Creative skill and technical proficiency in software used to create material.
- Effective communication and listening skills.
- Strong leadership/mentoring skills.
- Challenges the norm, thinks outside the square.

Internal Contacts

Marketing Department, Production and Management.

External Contacts

Has contacts with printing and signage companies.

Typical Experience

Typically at least 5 years of experience and a tertiary qualification in design and/or relevant industry experience including exposure to a range of design mediums and tools.

POSITION DESCRIPTION

Position Title: Designer
Position Code: 2710
Career Level: 3

Responsible for

Designing promotional material, book covers, internal designs, book artwork and associated products.

Reports To

Design Manager, Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Designing attractive print material, as well as appealing book covers, packing and labels according to the publishers specifications.
- Designing internal book layouts, including all graphics to the publishers specifications.
- Developing attractive electronic material that conforms to the title's specifications.
- Performing design, including concept development and artwork design, and production in both hard and soft copy formats to fulfil project goals.
- Contributing to the production of graphic design work, designing and delivering creative and effective marketing material.

Key Skills

- Creative skill and technical proficiency in software used to create material.
- Effective communication and listening skills.
- Creative mindset.
- Challenges the norm, thinks outside the square.

Internal Contacts

Marketing Department.

External Contacts

Has contacts with printing and signage companies.

Typical Experience

Typically at least 3 years of experience and a tertiary qualification in design and/or relevant industry experience including exposure to a range of design mediums and tools.

JOB SECTION: FINANCE/ADMINISTRATION

Finance:

- 3100 Chief Accountant/Financial Controller
- 3150 Senior Financial/Management Accountant
- 3204 Financial/Management Accountant
- 3215 Assistant Accountant

Accounts:

- 3230 Accounts Officer

Payroll:

- 3260 Payroll Officer

Secretarial:

- 3410 Personal Assistant to the Chief Executive Officer
- 3415 Personal Assistant (other than to CEO)
- 3305 Administration Officer
- 3430 Receptionist/Telephonist

Customer Service:

- 3510 Customer Service Manager
- 3515 Customer Service Operative

Library:

- 3670 Librarian

POSITION DESCRIPTION

Position Title: Chief Accountant/Financial Controller
Position Code: 3100
Career Level: 5

Responsible for

Controlling the organisation's accounting operations to ensure effective reporting and control of funds, import expenditures, capital expenditure, investments and assets.

Reports To

General Manager, National Finance Manager, Divisional Manager Finance, Finance Director/Chief Financial Officer.

Supervises

Accounting Staff.

Main Activities

- Organising and supervising accounting systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Preparing and submitting statutory returns.
- Establishing and continually modifying general accounting procedures and systems.
- Collating corporate budgets, monitoring and reporting on performance.
- Organising credit control.
- Leading and coordinating a team of accounting staff.

Key Skills

- Strong financial management ability.
- Analysis and interpretation skills.
- Knowledge of import/export operations and foreign exchange.
- Excellent communication skills and the ability to interact at a senior management level.
- Leadership and mentoring skills.

Internal Contacts

Divisional Managers, Internal Auditors, Sales & Marketing staff, Legal Officers.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

7 - 10 years of experience coupled with relevant tertiary qualifications and membership of professional accounting and/or financial institutions.

Other Comments

Alternate Title: Financial Controller.

POSITION DESCRIPTION

Position Title: Senior Financial/Management Accountant
Position Code: 3150
Career Level: 4

Responsible for

Organising the planning, budgeting and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Chief Accountant or Financial Controller.

Supervises

May supervise Accounting Department staff.

Main Activities

- Supervising activities associated with organisational financial planning and/or management accounting reports.
- Providing analysis and commentary to accounts and Financial/Management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Establishing and maintaining effective financial/management accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

At least 8 - 10 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

Other Comments

A senior role organising mainstream accounting activities and providing experienced analysis and commentary to management.

POSITION DESCRIPTION

Position Title:	Financial/Management Accountant
Position Code:	3204
Career Level:	3

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Chief Accountant or Financial Controller.

Supervises

May supervise and/or mentor more junior accounting department staff.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating and participating in various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Maintaining effective financial/management accounting controls and systems within a state or nationally.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems - conducting special studies as required; developing or recommending accounting methods and procedures.
- Ensuring the security of financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.
- Supervising payroll activities and the maintenance of associated records.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

At least 4 - 8 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

POSITION DESCRIPTION

Position Title: Assistant Accountant
Position Code: 3215
Career Level: 2

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Chief Accountant or Financial Controller.

Supervises

No supervisory responsibilities.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems (at least to trial balance stage) to ensure the maintenance of a common information base.
- Assisting with various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting with the reporting on, and monitoring of, cash flow and liquidity.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems.
- Assisting with the preparation and submission of statutory returns as required.
- Assisting with special investigations/projects concerning a wide-range of commercial accounting issues as required.
- Providing or supervising the clerical activities involved in such activities as reconciling the inter-organisational information required for management reporting purposes.

Key Skills

- Ability to analyse and communicate financial information.
- Sound knowledge of organisational accounting procedures.
- Developing skills within financial/management accounting principles.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, IT Staff, Sales & Marketing Staff, Legal Staff.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

At least 2 - 4 years of relevant accounting experience - including exposure to such activities as general accounting, financial analysis and reports. Will possess (or be working towards to the completion of) recognised professional qualifications

Other Comments

A developmental role within the organisation's accounting area.

POSITION DESCRIPTION

Position Title: Accounts Officer
Position Code: 3230
Career Level: 2

Responsible for

Performing basic and routine parts of the accounts payable and/or accounts receivable functions, as well as general accounting duties.

Reports To

Financial Accountant, Office Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Processing basic and routine functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advices, performing bank reconciliation's, compiling debtor statements and statutory returns, performing petty cash reconciliation's and preparing related documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Assisting with month end accounting procedures and with the production of weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more Senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Assisting in calculating the costs of proposed expenditure, wages and standard costs.

Key Skills

- Growing knowledge of organisation's accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal Contacts

Sales, Marketing, Warehouse & Distribution, Customer Support.

External Contacts

Clients, Debt Collecting Agencies.

Typical Experience

At least 12 months related experience and may have, or be undertaking, a formal qualification in Accounting.

Other Comments

Alternative Title: Accounts Clerk, Accounts Payable Officer, Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

POSITION DESCRIPTION

Position Title: Payroll Officer
Position Code: 3260
Career Level: 2

Responsible for

Administering and processing all manual and automated payments to staff.

Reports To

Senior Payroll Officer, Payroll Manager, Human Resources Manager, Chief Accountant or General Manager in a smaller organisation or division.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing weekly and monthly payrolls and distributing to all staff.
- Ensuring all time sheets, payroll changes, records and other related material is received prior to close of payroll run.
- Assisting with the preparation, balancing and reconciliation of the following: payroll tax, group tax, PAYG tax and FBT, superannuation, annual group certificates, group and workers compensation premiums and authorised payroll deductions.
- Maintaining pay records, employee records, leave records and related information.
- Providing details of organisational superannuation contributions as processed through the payroll.
- Undertaking all coding related to salaries and leave.
- Calculating, paying and coding all casual employees' pays.
- Calculating termination pays.
- Assisting in the preparation of management reports based upon information within the payroll system.
- Maintaining both computerised and paper based filing systems.

Key Skills

- Knowledge of basic payroll procedures, organisational structure, Awards and organisational policies.
- Good communication and interpersonal skills.
- PC application skills e.g.. Spreadsheets.
- Good time management skills.

Internal Contacts

All staff, Management.

External Contacts

External Payroll Bureau, Software suppliers.

Typical Experience

Will have 1 - 2 years experience in payroll coupled with senior high school level of education.

Other Comments

Alternative title: Payroll Clerk.

POSITION DESCRIPTION

Position Title: Personal Assistant to the Chief Executive Officer
Position Code: 3410
Career Level: 3

Responsible for

Providing secretarial and administrative support exclusively to the Chief Executive Officer whilst maintaining a high level of discretion.

Reports To

CEO.

Supervises

May supervise other Personal Assistants/Administrators.

Main Activities

- Producing general correspondence, memoranda, presentations, reports and correspondence of a confidential nature on behalf of the CEO.
- Organising business appointments and travel arrangements for the CEO.
- Screening telephone calls, fielding enquiries and requests and escalating urgent matters for the CEO's attention.
- Managing the CEO's diary and some personal matters.
- Communicating on the CEO's behalf with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients.
- Coordinating the organisation of executive level business functions, lunches and dinners.

Key Skills

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an executive level and to work under pressure.

Internal Contacts

Board Members and staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, suppliers.

Typical Experience

5+ years of experience as a Personal Assistant, possible coupled with relevant administrative qualifications.

POSITION DESCRIPTION

Position Title: Personal Assistant (other than to CEO)
Position Code: 3415
Career Level: 3

Responsible for

Providing secretarial and administrative support to a team of managers and executives.

Reports To

Senior Executive/Manager/s.

Supervises

No supervisory responsibilities.

Main Activities

- Producing general memoranda, presentations, reports and correspondence of a confidential nature on behalf of a team of executives/managers.
- Organising business appointments and travel arrangements for a team of executives/managers.
- Screening telephone calls, fielding inquiries and requests and escalating urgent matters.
- Coordinating the organisation of business functions, lunches and dinners.
- Managing a team of executives/manager's diaries to make/co-ordinate appointments, book rooms and notify attendees.
- Maintaining effective hard and soft copy filing systems.
- Ordering software, supplies and stationary and maintaining consumables stock for the team.
- Adhering to the organisation's administration policies.
- Providing PC application assistance to Executives/Managers as required.

Key Skills

- Strong interpersonal, communication and negotiation skills.
- A proactive and flexible approach to work.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- Ability to liaise at an executive level, work under pressure and multi-task.

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, suppliers.

Typical Experience

2+ years of experience as a Personal Assistant, possibly coupled with a relevant administrative qualification.

Other Comments

Alternate Title: Secretary.

POSITION DESCRIPTION

Position Title: Administration Officer
Position Code: 3305
Career Level: 2

Responsible for

Providing administrative support for the organisation and internal Departments/Teams as required.

Reports To

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Handling complete segments of a department's administrative work under minimal supervision.
- Classifying, indexing, maintaining and updating both manual and electronic filing systems.
- Maintaining all accounts payable/receivable, processing orders and preparing invoices.
- Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
- Ordering stationery and office equipment supplies and keeping stock records.
- Typing correspondence.
- Organising travel and accommodation.
- Maintaining and organising the repair of all office machines and equipment.

Key Skills

- Good interpersonal and communication skills.
- Intermediate MS Office skills.
- Effective organisation and time management skills.
- Efficient and accurate typing ability.
- Ability to work in a team environment.

Internal Contacts

Staff at all levels.

External Contacts

Suppliers of business equipment, customers and clients.

Typical Experience

At least 2 years applicable work experience. High school qualifications or equivalent with course work in business curriculum.

Other Comments

Alternative Titles: Clerk - Level 2.

POSITION DESCRIPTION

Position Title: Receptionist/Telephonist
Position Code: 3430
Career Level: 1

Responsible for

Answering and directing general telephone inquiries and directing visitors to the appropriate employees within the organisation.

Reports To

Administration Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Operating a telephone switchboard and handling incoming calls - both internal and external to the organisation.
- Placing outgoing international calls for employees not authorised to make such calls direct from their personal phone connection.
- Recording and distributing incoming messages and dealing with some telephone inquiries.
- Receiving visitors to the organisation and directing them accordingly.
- Performing some routine word processing and/or clerical functions such as filing and general correspondence.
- Opening, sorting and distributing incoming mail, facsimile messages and other deliveries.
- Packaging and arranging outgoing courier deliveries.
- Maintaining the general tidiness of the reception area and associated conference/meeting rooms and their booking registers.

Key Skills

- Highly organised with the ability to manage many tasks simultaneously.
- Excellent personal presentation skills.
- Excellent communication (both written and verbal) skills.
- Computer literacy with basic PC and administration skills.
- Ability to greet clients in a friendly and courteous manner.

Internal Contacts

All staff.

External Contacts

All incoming visitors.

Typical Experience

At least one year of relevant experience operating a switchboard coupled with high school qualifications.

POSITION DESCRIPTION

Position Title: Customer Service Manager
Position Code: 3510
Career Level: 4

Responsible for

Ensuring that the customer support unit provides clients with superior customer service standards so that the company maintains its market position in the supply of quality information.

Reports To

General Manager.

Supervises

Customer Service Operatives.

Main Activities

- Monitoring customer difficulties and reporting problems.
- Recruiting and training customer service/support staff.
- Managing ongoing staff development by conducting regular performance reviews, facilitating career development and providing ongoing direction and support.
- Coordinating customer service/post sales support.
- Ensuring legislative compliance.
- Managing within agreed budget constraints.
- Reviewing procedures to ensure operations are efficient, as well as initiating and managing process improvements.
- Involvement in consideration of new technologies and work practices.

Key Skills

- Strong team management skills, with the ability to motivate and develop staff.
- Relevant technical and administrative skills.
- Ability to delegate responsibility - allocating decision-making authority to appropriate subordinates to maximise the organisations effectiveness.
- Strong communication skills - expressing thoughts, feelings and ideas in a clear, succinct and compelling manner.
- Good computer and spreadsheet skills as well as knowledge of common computer software and the internet.

Internal Contacts

Customer Service staff, Sales Manager, Marketing Manager, Logistics Manager.

External Contacts

Customers at all levels, prospective customers, distributors, sub-contractors.

Typical Experience

7-10+ years of experience in customer service, with extensive technical training and product service knowledge.

POSITION DESCRIPTION

Position Title: Customer Service Operative
Position Code: 3515
Career Level: 3

Responsible for

Receiving and responding to queries and requests from our customers in a timely, efficient and professional manner.

Reports To

Customer Service Manager

Supervises

No supervisory responsibilities

Main Activities

- Answering phone queries and responding to written requests from our customers, as well as liaising with other departments to satisfactorily resolve customer issues.
- Staying up to date with relevant product knowledge and maintaining an awareness of all information relevant to the position.
- Meeting customer needs effectively, building productive customer relationships and taking responsibility for customer satisfaction and loyalty.
- Displaying a strong sense of teamwork in the performance of tasks and communication with other members of the organisation.

Key Skills

- Decision making - identifying and understanding issues, problems and opportunities.
- Administrative skills including strong keyboard and phone skills.
- Familiarity with common computer software (for example: Word, Excel etc) and a willingness to learn other computer software packages.
- Communication - clearly conveying information and ideas through a variety of media.

Internal Contacts

Sales staff, marketing staff.

External Contacts

Customers, prospective customers.

Typical Experience

At least 2 years of experience in a customer services environment.

POSITION DESCRIPTION

Position Title: Librarian
Position Code: 3670
Career Level: 3

Responsible for

Managing effective systems for the storage, retrieval and dissemination of key information via means such as tertiary resources, intranet, website, internal libraries, newsletters, archival material and administrative records.

Reports To

Administration Manager.

Supervises

May supervise a small team of Library Staff.

Main Activities

- Recommending, researching, formulating, implementing and evaluating Library policies and services.
- Examining publications and materials, interviewing publishers' representatives and recommending material and resources for selection.
- Providing support to Library users to ensure that relevant resources are accessed and utilised.
- Performing information research activities on behalf of Library users and researching databases where applicable.
- Managing the organisation's central records system and monitoring indexing, filing and retrieval activities.
- Purchasing, classifying and cataloguing new Library resources.
- Supervising and training Library staff where applicable.

Key Skills

- Thorough knowledge of typical Library services.
- Excellent communication and analysis skills.
- Team leading ability.
- Customer focus.
- Exceptional organisational skills.

Internal Contacts

Staff at all levels.

External Contacts

Library Resource Suppliers, Library Users.

Typical Experience

Will have 5 years of Library experience, coupled with a relevant tertiary qualification. Employees in this role may have professional membership to the Australian Library and Information Association.

JOB SECTION: HUMAN RESOURCES

Human Resources:

- 4100 Human Resources Manager
- 4175 Human Resources Consultant
- 4200 Human Resources Officer

POSITION DESCRIPTION

Position Title: Human Resources Manager
Position Code: 4100
Career Level: 5

Responsible for

Implementing and managing Human Resources policies, processes, procedures and initiatives within a region/division or across the business, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business objectives.

Reports To

Human Resources Director, Chief Executive Officer, Managing Director, General Manager, Operations Manager or Chief Financial Officer.

Supervises

Human Resources Consultants and Officers. May also supervise Payroll staff.

Main Activities

- Aligning all Human Resources initiatives with business strategy in accordance with budgeting restrictions, future staffing requirements, industry needs and succession plans.
- Working closely with business managers and other Human Resources staff to continually analyse, prioritise and respond proactively to organisational needs within the realm of Human Resources.
- Managing a diverse range of Human Resources functions including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Delivering operational support and guidance to Line Managers on organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award/agreement negotiation, compliance, employee development and succession planning.
- Monitoring the effectiveness of Human Resources services and enhancing them where necessary.
- Leading and developing the Human Resources team to deliver optimum Human Resources services.

Key Skills

- Management, consulting and negotiation skills, coupled with team building capability.
- Exposure to and knowledge of a diverse range of Human Resources specialties including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Leadership and team building capability.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Strong relationship management, influencing and communications skills.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical Experience

8 - 10 years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

This role is a generalist position responsible for all facets of the Human Resources function.

POSITION DESCRIPTION

Position Title: Human Resources Consultant
Position Code: 4175
Career Level: 3

Responsible for

Developing, reviewing and advising on Human Resources policies, processes, procedures and initiatives within a region/division or across the business, ensuring the most effective utilisation of human resources for the purposes of achieving strategic business objectives.

Reports To

Human Resources Manager.

Supervises

May mentor junior Human Resources Officers.

Main Activities

- Analysing, prioritising and responding proactively to organisational needs through participating in the development and/or review of Human Resources policies and procedures and by providing feedback to Management with associated recommendations for improvement.
- Liaising with both Human Resources Managers and Line Managers in order to perform a diverse range of Human Resources activities and conducting research and analysis within given guidelines and time frames for the purposes of developing/reviewing programs, policies and procedures.
- Managing specific Human Resources projects or initiatives.
- Assisting with the delivery of operational support and guidance to Line Managers and individual employees in areas such as organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award negotiation, compliance, employee development and succession planning.
- Actively participating as a member of the Human Resources team for the purposes of delivering optimum Human Resources services.

Key Skills

- Consulting and negotiation skills.
- Exposure to and knowledge of a diverse range of Human Resources specialties including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Relationship management and influencing skills.
- Excellent communication skills, highly service orientated.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical Experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

POSITION DESCRIPTION

Position Title: Human Resources Officer
Position Code: 4200
Career Level: 2

Responsible for

Assisting with the development and review of Human Resources policies, processes, procedures and initiatives within a region/division/Human Resources function or across the business, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business objectives.

Reports To

Human Resources Manager or Human Resources Director in a smaller organisation.

Supervises

No supervisory responsibilities.

Main Activities

- Analysing, prioritising and responding proactively to organisational needs through participating in the development and/or review of Human Resources policies and procedures.
- Performing a range of Human Resources activities and conducting research and analysis within given guidelines and time frames.
- Liaising with both Human Resources Managers and Line Managers to undertake or assist with specific initiatives, projects and assignments.
- Assisting with the delivery of operational support/guidance to Line Managers and individual employees in areas such as organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award negotiation, compliance, employee development and succession planning.
- Maintaining and updating the Human Resources Information System (HRIS).
- Actively participating as a member of the Human Resources team for the purposes of delivering optimum Human Resources services.

Key Skills

- Problem solving and analysis skills.
- Growing knowledge of a diverse range of Human Resources functions including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Excellent communications skills.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical Experience

2 - 5 years of experience in Human Resources, coupled with a relevant tertiary qualification.

JOB SECTION: PUBLISHING/PRODUCTION**Management:**5100 Managing Editor5150 Publishing Manager**Editorial:**5200 Senior Editor5210 Editor (Desk Editor)5220 Editorial Assistant5230 Trainee Editor**Specialised Editors:**5300 Senior Publisher/Commissioning Editor5310 Publisher/Commissioning Editor5320 Permissions Editor5330 Rights Editor5340 Development Editor5350 Project Editor**Production:**5400 Production Manager5410 Production Controller5420 Production Assistant

POSITION DESCRIPTION

Position Title: Managing Editor
Position Code: 5100
Career Level: 5

Responsible for

Ensuring that all titles produced are of sufficient quality and are produced on schedule and within budget.

Reports To

Director Publishing

Supervises

Editing team.

Main Activities

- Assisting the director of publishing with the strategic planning and budgeting of the department.
- Estimating editorial costs for individual titles and preparing budgets for the editorial department as a whole.
- Prioritising all work for the editorial department and allocating work to the appropriate in-house and freelance staff.
- Performing all tasks of the project editor and senior editor as necessary.
- Formulating appropriate training plans and identifying suitable external courses for editorial staff.
- Responding to all job enquiries and public enquiries in relation to the editorial staff.
- Monitoring and analysing the progress of all editorial projects.

Key Skills

- Proven ability work to tight deadlines in a rapidly changing technology and editorial environment.
- Effective communication skills.
- Time management skills.
- Excellent attention to detail.
- High degree of competency with editing equipment.

Internal Contacts

Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Clients/Authors.

Typical Experience

Approximately 6-8 years editorial experience including 1-2 years in a leadership role, coupled with the relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Publishing Manager
Position Code: 5150
Career Level: 5

Responsible for

Leading a number of teams to assure the integrity, utility and currency of the editorial content of publications within the manager's assigned portfolio.

Reports To

Publishing Director.

Supervises

Publishers.

Main Activities

- Leading teams to ensure content accuracy, currency, relevance, conformance, accessibility and timeliness for all products within portfolio.
- Managing the performance of assigned teams, developing portfolios and reporting on teams progress.
- Leading and managing teams to promote employee development, including regular coaching and mentoring and delivering formal performance evaluations.
- Formulating and achieving financial targets, by assuming financial reporting responsibilities.
- Formulating and implementing strategy for the development of existing products within the portfolio through the annual product review cycle.
- Ensuring optimum communication between different departments (Editorial, Production, Sales, Interactive).

Key Skills

- Demonstrated financial and budget management skills, including experience in financial reporting.
- Ability to drive revenue growth, increase market share, develop new products and be organizationally effective.
- Strategic planning and strong leadership skills.
- Strong relationship-building and performance management skills.
- Demonstrated extensive product development experience over a diverse list.
- Strong commercial/business acumen.

Internal Contacts

Publishing and production department, Publishing Director, Sales and Marketing Manager, Finance Manager.

External Contacts

Authors, vendors, suppliers.

Typical Experience

At least 8 years of publishing and management experience over a diverse list, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Senior Editor
Position Code: 5200
Career Level: 4

Responsible for

Assuring the integrity, utility and currency of the editorial content of publications assigned.

Reports To

Managing Editor

Supervises

Editors

Main Activities

- Assisting the manager in ensuring that the team's portfolio responsibilities are met or exceeded and in team publishing performance management.
- Providing mentoring to team members and promoting change and models the company values.
- Managing and developing content in line with customer needs and conducting annual product reviews to assess the performance of the assigned products.
- Demonstrating and applying knowledge of customers and the market and actively dealing with internal and external customer queries.
- Understanding customers, market and competitors.
- Editing manuscripts for content and organisation to ensure accuracy, currency, relevance, conformance, accessibility and timeliness.

Key Skills

- Good working knowledge of publishing workflow from idea conception through to receipt by customer.
- Experience in project management and an ability to work to tight deadlines.
- Excellent communication, organisation and problem-solving skills.
- Computer skills in Microsoft Office (Outlook, Word, Excel, PowerPoint), Internet skills.
- Demonstrated commitment to customer service.
- Strong relationship-building and performance management skills.

Internal Contacts

Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Clients/Authors.

Typical Experience

At least 5-8 years experience in a publishing/editing role, coupled with the relevant university degree or equivalent.

POSITION DESCRIPTION

Position Title: Editor (Desk Editor)
Position Code: 5210
Career Level: 3

Responsible for

Assuring the integrity, utility and currency of the editorial content of publications assigned.

Reports To

Senior Editor/Managing Editor

Supervises

No supervisory responsibilities.

Main Activities

- Editing manuscripts for content and organisation to ensure accuracy, currency, relevance, conformance, accessibility and timeliness.
- Demonstrating and applying knowledge of customers and the market and actively dealing with internal and external customer queries.
- Developing content in line with customer needs and conducting annual product reviews to assess the performance of the assigned products.
- Understanding customers, market and competitors.

Key Skills

- Strong copy writing and editorial skills.
- Excellent communication, organisation and problem-solving skills.
- Computer skills in Microsoft Office (Outlook, Word, Excel, PowerPoint), Internet skills.
- Demonstrated commitment to customer service.
- Sound cognitive skills and ability to resolve problems as they arise.

Internal Contacts

Editors, Publishers, Designers, Product Managers, Marketing.

External Contacts

Clients/Authors.

Typical Experience

At least 5 years experience in a publishing/editing role, coupled with the relevant university degree or equivalent.

POSITION DESCRIPTION

Position Title: Editorial Assistant
Position Code: 5220
Career Level: 2

Responsible for

Assisting editorial staff in the acquisition, planning, and development of materials and programs.

Reports To

Senior Editor

Supervises

No supervisory responsibilities.

Main Activities

- Assisting editorial staff in completing all aspects of product development, review and revision processes.
- Arranging and organising project team meetings, anticipating and meeting team needs and maintaining team project files.
- Supporting editorial staff and content experts in researching, writing and reviewing content as well as copyediting and proofreading publications.
- Making structural, factual, and grammatical corrections.
- Conferring with editors on content, form and style

Key Skills

- Excellent writing and editing skills.
- Demonstrated interest and background in project management.
- Strong verbal and written communication skills.

Internal Contacts

Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Clients/Authors.

Typical Experience

At least one year editing, writing, publishing and project management experience combined with a Bachelors' degree in a related field.

POSITION DESCRIPTION

Position Title: Trainee Editor
Position Code: 5230
Career Level: 1

Responsible for

Completing delegated editing tasks in a timely manner as per requests.

Reports To

Editors.

Supervises

No supervisory responsibilities.

Main Activities

- Assisting editors ensure the currency of the editorial content of publications assigned.
- Checking manuscripts under instruction for content and organisation to ensure accuracy, currency, relevance, conformance, accessibility and timeliness.
- Assisting in the analysis of market research and suggesting which products have potential for success.

Key Skills

- Excellent attention to detail.
- Effective communication and listening skills.
- Computer literacy.

Internal Contacts

Editors, Publishers.

External Contacts

Limited external contact, some client contact.

Typical Experience

May be completing degree, possibly 6-12 months experience in an editorial type role.

POSITION DESCRIPTION

Position Title: Senior Publisher/Commissioning Editor
Position Code: 5300
Career Level: 4

Responsible for

Developing, forecasting and scheduling a list of titles within an assigned portfolio to ensure they are constantly being developed and expanded to meet customer needs and increase revenue through growth in sales.

Reports To

Managing Editor

Supervises

May supervise publishers.

Main Activities

- Commissioning new products and developing existing works to meet the needs of the Australian legal and academic market.
- Managing authors, including contract negotiations as required, ongoing author support, ensuring on-time delivery of manuscript and ensuring manuscript meets publishing requirements and standards.
- Overseeing scheduling of projects so as to assure the optimum delivery time for manuscripts.
- Monitoring the external environment to find opportunities for both core and niche markets to be developed.
- Formulating and achieving financial targets for new products.
- Commissioning new products that are commercially viable and preparing business cases for them for other market segments as directed.

Key Skills

- Ability to drive revenue growth, increase market share, develop new products and be organizationally effective.
- Ability to access information on our market from a range of sources.
- Excellent communication and presentation skills.
- Sound level of computer literacy, in particular all Microsoft applications.
- Strong organisational and time management skills.

Internal Contacts

Editors, Publishers, Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Authors, Clients.

Typical Experience

5-8 years of editorial experience, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Publisher/Commissioning Editor
Position Code: 5310
Career Level: 3

Responsible for

Ensuring that the list of titles within the assigned portfolio is constantly being developed and expanded to meet customer needs and increase revenue growth through sales.

Reports To

Managing Editor

Supervises

No supervisory responsibilities.

Main Activities

- Commissioning new products and developing existing works to meet the needs of the Australian legal and academic market.
- Managing authors, including contract negotiations as required, ongoing author support, ensuring on-time delivery of manuscript and ensuring manuscript meets publishing requirements and standards.
- Commissioning and developing new products within the portfolio as an outcome of market research and market knowledge.
- Commissioning new products that are commercially viable and preparing business cases for them for other market segments as directed.
- Formulating and achieving financial targets for new products.

Key Skills

- Ability to drive revenue growth, increase market share, develop new products and be organizationally effective.
- Ability to access information on our market from a range of sources.
- Excellent communication and presentation skills.
- Sound level of computer literacy, in particular all Microsoft applications.
- Strong organisational and time management skills.

Internal Contacts

Editors, Publishers, Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Authors, Clients.

Typical Experience

At least 3 years of editing experience, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Permissions Editor
Position Code: 5320
Career Level: 3

Responsible for

Obtaining all necessary rights clearances from copyright holders and undertaking photo research for third party material appearing in printed books, CD-ROM's and online product.

Reports To

Publishing Manager

Supervises

No supervisory responsibilities.

Main Activities

- Obtaining all necessary rights clearances from copyright holders to reproduce text items in products.
- Undertaking photo research, obtaining all the necessary rights clearances to reproduce images and to maintain associated records.
- Ensuring all images and copyright clearances are completed according to key dates.
- Negotiating reproduction fees and rights with holders to ensure that permission costs are kept within allocated budgets for the relevant product.
- Maintaining accurate and complete hard copy records for all permission licenses granted.

Key Skills

- Proven negotiation skills.
- Problem solving expertise.
- Effective communication skills and the ability to build relationships.
- Proven ability work to tight deadlines in a rapidly changing technology and editorial environment.

Internal Contacts

Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Clients, Lawyers, Copyrights agencies.

Typical Experience

At least 4 years of experience in editing, including experience in a permissions type role, coupled with the relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Rights Editor
Position Code: 5330
Career Level: 3

Responsible for

Negotiating prices and copyrights clearance arrangements to allow for the release of material appearing in third party printed books, CD-ROM's and online products.

Reports To

Publishing Manager

Supervises

No supervisory responsibilities.

Main Activities

- Providing copyright clearances to allow third parties to reproduce text items in products.
- Negotiating with clients undertaking photo research, to provide all the rights clearances for them to reproduce images in third party materials.
- Ensuring all images and copyright clearances are provided to clients according to key dates.
- Negotiating reproduction fees and rights with holders to ensure that rights revenues meet specified targets.
- Maintaining accurate and complete hard copy records for all permission licenses granted.

Key Skills

- Proven negotiation skills.
- Problem solving expertise.
- Effective communication skills and the ability to build relationships.
- Proven ability work to tight deadlines in a rapidly changing technology and editorial environment.

Internal Contacts

Production and Production Services Staff, Product Managers, IT Staff.

External Contacts

Clients, Lawyers, Copyrights agencies.

Typical Experience

At least 3-5 years of experience in editing, including experience in a permissions type role, coupled with the relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Development Editor
Position Code: 5340
Career Level: 3

Responsible for

Managing manuscript development for individually allocated titles to ensure that manuscripts of sufficient quality are submitted into production in as timely a manner as possible.

Reports To

Managing Editor

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring final manuscripts are delivered on time and conform to rationale and specifications set out.
- Providing comprehensive feedback to each author in relation to their project requirements.
- Reviewing and revising each chapter to ensure it is complete and suitable for peer reviewing.
- Preparing editorial and content feedback and working with authors to ensure that this feedback is incorporated into the final product.
- Building positive relationships with authors to ensure that high quality authors are retained.
- Preparing internal design briefs, attending internal design meetings and checking cover designs to ensure they are suitable.

Key Skills

- Effective communication and listening skills.
- Sound cognitive skills and ability to resolve problems as they arise.
- Relationship building skills.
- Ability to 'think outside the square'.

Internal Contacts

Editors, Publishers, Design, Production, Marketing.

External Contacts

Clients/Authors.

Typical Experience

At least 5 years editing experience, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Project Editor
Position Code: 5350
Career Level: 3

Responsible for

Copy editing manuscripts and overseeing all aspects of book development to ensure that books of sufficient quality are produced on schedule.

Reports To

Managing Editor

Supervises

No supervisory responsibilities

Main Activities

- Liaising with authors, designers, artists and typesetters to ensure that quality standards and schedules are met.
- Copy editing manuscripts to ensure consistency of language, flow and structure.
- Checking whether specifications of manuscripts received match original proposals.
- Preparing photo briefs and advising designers of appropriate typography and design for books.
- Writing critical reviews on sample draft chapters of manuscripts to ensure they conform to our requirements.
- Checking advance copies for quality and noting any minor problems for correction.

Key Skills

- Excellent attention to detail.
- Strong copy writing and editorial skills.
- Proven ability work to tight deadlines in a rapidly changing technology and editorial environment.
- Effective communication and listening skills.
- Computer literacy.

Internal Contacts

Editors, Publishers, Design, Production, Marketing.

External Contacts

Clients, Authors.

Typical Experience

At least 5 years editing experience, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Production Manager
Position Code: 5400
Career Level: 5

Responsible for

Coordinating the activities of various productions/workshops to meet the profit or quality standards required, ensuring the efficient use of equipment and materials.

Reports To

General Manager - Manufacturing.

Supervises

Production Supervisors/Operators.

Main Activities

- Planning and organising work to ensure targets are achieved at maximum efficiency.
- Reviewing and improving cost control measures.
- Achieving Production objectives through effective management of labour.
- Promoting a high quality manufacturing culture and ensuring the maintenance of exceptional quality standards.
- Coordinating Production planning with the supply department to ensure the adequate provision of raw materials.
- Participating in meetings relating to planning and Production performance.

Key Skills

- Project management, financial management, planning and organisational skills.
- Strong interpersonal skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry.

Internal Contacts

Other Functional Heads, Quality Controller, Workers Representative, Other Senior Managers.

External Contacts

Suppliers, Customers.

Typical Experience

Approximately 5 - 7 years of experience, with extensive on-the-job knowledge in all aspects of factory management including plant supervision, materials supply and maintenance.

POSITION DESCRIPTION

Position Title: Production Controller
Position Code: 5410
Career Level: 3

Responsible for

Managing and overseeing the sourcing and evaluating of quotes and allocating a variety of print materials, books and electronic media to various suppliers.

Reports To

Production Manager.

Supervises

Production Operation and associated Technical staff.

Main Activities

- Organising and coordinating the production team with a strong emphasis on maintaining industrial harmony.
- Monitoring the production team to ensure the achievement of targets and organising maintenance of equipment as necessary.
- Communicating with other departments for trials and tooling and liaising with customers regarding product and delivery.
- Accessing quotes of locally published titles for approval by the production manager.
- Placing orders and tracking deliveries to ensure all parts are available when needed.

Key Skills

- Strong interpersonal and communication skills.
- Strong organisational skills.
- Good planning and sourcing skills.
- Computer skills in a variety of relevant software.

Internal Contacts

Engineering Staff, Quality Control Specialists, Human Resources and Training Specialists.

External Contacts

Customers, Suppliers.

Typical Experience

3 - 5 years of experience in a related field, coupled with relevant tertiary qualifications or a diploma.

POSITION DESCRIPTION

Position Title: Production Assistant
Position Code: 5420
Career Level: 2

Responsible for

Assuring that all administrative tasks for the production team are performed efficiently and effectively.

Reports To

Supervises

Main Activities

- Updating records for the team including publication files, leave documents and schedules for supplier payments as required.
- Building effective relationships with colleagues, customers (internal and external) and management to ensure efficient execution of day-to-day operations and strategic plans.
- Assisting with training new employees in the correct administrative procedures, and providing ongoing training and support for staff.
- Assisting with supplier payments, recruitment administration, coaching staff on correct administrative procedures, and other administrative functions necessary to publishing content.

Key Skills

- Proficiency with professional software, including MS Word, MS Excel, MS Outlook, Internet.
- Good communication skills.
- Secretarial and administrative expertise.
- Adaptability and priority setting.
- Attention to Detail.

Internal Contacts

Engineering Staff, Quality Control Specialists, Human Resources and Training Specialists.

External Contacts

Customers, Suppliers.

Typical Experience

1-2 years of experience in a related field, coupled with relevant tertiary qualifications or a diploma.

JOB SECTION: INFORMATION TECHNOLOGY

IT Management:

7000 IT Manager

Desktop Support:

7470 Desktop Support Analyst

7523 Senior Computer Operator

7525 Computer Operator

Multimedia/Web:

7670 Analyst Programmer/Web Developer

7642 Senior Multimedia Graphic Designer

7645 Multimedia Graphic Designer

7925 Web/Multimedia Content Author

e-Learning:

7750 Multimedia/e-Learning Project Manager/Producer

7755 Multimedia/e-Learning Specialist

POSITION DESCRIPTION

Position Title: IT Manager
Position Code: 7000
Career Level: 5

Responsible for

Designing, developing, implementing and maintaining a broad range of IT systems and processes.

Reports To

Chief Executive Officer.

Supervises

In small organisations may not have supervisory responsibilities.

Main Activities

- Designing, enhancing and maintaining the network and email system. Responsible for the design and daily operation of the back-up system.
- Acting as an internal technical reference point for colleagues by providing telephone and basic face to face technical support to users regarding desktop/LAN issues.
- Maintaining effective computer security including, firewall, patches and viruses.
- Providing operational support for existing and new desktop applications such as Microsoft operating systems and Office Suite, including monitoring the systems performance, diagnosing and solving problems and training staff in the use of the applications and procedures.
- Acting as an interface between suppliers/carriers/vendors and the organisation. May be involved in negotiation and administration of the organisation's outsourced contracts if required.
- Operating within predetermined budgets and ensuring they are achieved through the effective management of resources.
- Planning and forecasting equipment purchases and software development in relation to projected user requirements.
- Designing, building and maintaining the website and associated software and hardware systems.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters, power outages.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.

Key Skills

- Thorough knowledge of WAN and LAN concepts, including detailed product knowledge.
- Strong technical knowledge of desktop/LAN hardware and software.
- Thorough knowledge of security policies and practices.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.

Internal Contacts

All user Departments.

External Contacts

Equipment suppliers, software suppliers and consultants.

Typical Experience

5 - 7 years of IT experience, coupled with relevant tertiary qualifications.

Other Comments

Role found within organisations with typically less than 25 screens.

POSITION DESCRIPTION

Position Title: Desktop Support Analyst
Position Code: 7470
Career Level: 3

Responsible for

Providing second level Desktop support to users associated with operating installed hardware and software.

Reports To

IT Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key Skills

- Sound technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

Internal Contacts

Helpdesk, Users, Applications, Network Engineers.

External Contacts

Suppliers/Vendors.

Typical Experience

At least 3 years of IT Support experience, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Senior Computer Operator
Position Code: 7523
Career Level: 2

Responsible for

Operating the computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

Reports To

Shift Manager.

Supervises

May mentor Computer Operators.

Main Activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised assignments.
- Operating printers, distributing paper to the output area, and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key Skills

- Good organisational skills, together with an aptitude for routine care of equipment.
- A proven record of accuracy and timely production of reports.

Internal Contacts

Users.

External Contacts

Limited external contacts, Suppliers of third level Support.

Typical Experience

At least 3-5 years of experience in Computer Operations/Data Centre within a large, corporate environment. Will have completed operational courses and on-the-job training.

Other Comments

Often required to work in a 24x7/extended hours roster environment. Alternative Title: Console Operator, Senior Data Centre Operator.

POSITION DESCRIPTION

Position Title: Computer Operator
Position Code: 7525
Career Level: 2

Responsible for

Operating the computer to ensure the timely completion of assignments as per user requirements.

Reports To

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key Skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal Contacts

Users.

External Contacts

Limited external contacts, Suppliers of third level Support.

Typical Experience

At least 2 - 3 years experience in Computer Operations. Will have completed operational courses and on-the-job training.

Other Comments

Often required to work in a 24x7/extended hours roster environment. Alternative Title: Operator, Data Centre Operator.

POSITION DESCRIPTION

Position Title: Analyst Programmer/Web Developer
Position Code: 7670
Career Level: 3

Responsible for

Designing, developing and maintaining applications software.

Reports To

Project Manager, IT Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Designing, coding, testing and installing applications programs up to 75% of the time, either in one major program or a range of programs across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key Skills

- Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as C++, Visual Basic, .NET and/or SQL.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Good skills in personal work organisation and time management.

Internal Contacts

User and User Groups, Development team members.

External Contacts

Vendors of hardware & software.

Typical Experience

3+ years of experience in Programming and Applications Design, with a minimum of 2 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other Comments

Alternative Title: Software Developer, Applications Developer.

POSITION DESCRIPTION

Position Title: Senior Multimedia Graphic Designer
Position Code: 7642
Career Level: 3

Responsible for

Developing a range of multimedia tools, designing brand items and assisting with implementation of corporate brand.

Reports To

Publishing Manager.

Supervises

May supervise more junior graphic designers.

Main Activities

- Developing and designing items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining multimedia material using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's multimedia products within guidelines.

Key Skills

- Knowledge of the technical integration requirements of multimedia solutions.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

Internal Contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External Contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

Typical Experience

At least five years of experience in a Graphic Design role with a demonstrated portfolio, coupled with relevant tertiary qualifications.

POSITION DESCRIPTION

Position Title: Multimedia Graphic Designer
Position Code: 7645
Career Level: 2

Responsible for

Developing a range of interactive multimedia products through the use of still and animated graphics.

Reports To

Publishing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Designing, creating and maintaining multimedia tools using relevant software packages.
- Maintaining the image and copyrights of the company.
- Composing multimedia products that reflect an appropriate balance of text, graphics and other elements.
- Designing pages for the company's web site within guidelines.
- Possibly undertaking user interface tasks.

Key Skills

- Knowledge of the technical integration requirements of multimedia solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, as well as HTML, XML and JavaScript standards.
- Innovative creative skills.

Internal Contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External Contacts

Graphic Design Houses, Customers, Vendors.

Typical Experience

Tertiary qualifications in Design and/or relevant industry experience. Demonstrated abilities using web technology.

Other Comments

This role has often been filled in smaller sites by an IT Specialist with a flare for creative writing. Web/Multimedia roles are distinguished from e-Business roles due to the fact that employees work on 'Inactive Pages'.

POSITION DESCRIPTION

Position Title: Web/Multimedia Content Author
Position Code: 7925
Career Level: 3

Responsible for

Developing content for the web site's inactive pages, including facts about the organisation, customer support, documents, short stories and links to other sites.

Reports To

Web/Multimedia Project Manager/Producer.

Supervises

No supervisory responsibilities.

Main Activities

- Providing input into the development of both Web content and Search strategies that falls in line with overall objectives.
- Working with the Web Graphic Designer to ensure that the appearance and functionality of the site is maximised to support strategy.
- Integrating web technologies.
- Creating content for the company's web site within guidelines established by the Web Strategist.
- Keeping the content of the web site updated, fresh and relevant over time and up-to-date with the latest software and hardware developments.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.
- Assisting with e-mail queries and advising users, addressing problems and complaints of users who are having trouble with the site and coordinating with other sites.

Key Skills

- An understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

Internal Contacts

Marketing Manager, Web Editor, Product Specialists, Editorial, IT staff, Promotions Department, Customer Service, Finance.

External Contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

Typical Experience

At least 2 - 5 years of experience in Desktop Publishing or Marketing. Tertiary qualifications in Computer Science or Information Technology, Marketing, Communications or Public Relations.

Other Comments

This role has often been filled in smaller sites by an IT specialist with a flair for creative writing. In a larger environment the role will be filled by a professional Journalist. Web/Multimedia roles are distinguished from e-Business roles due to the fact that employees work on 'Inactive Pages'.

POSITION DESCRIPTION

Position Title: Multimedia/e-Learning Project Manager/Producer
Position Code: 7750
Career Level: 5

Responsible for

Managing the design, construction, and implementation of multimedia and learning applications that support business objectives.

Reports To

General Manager.

Supervises

Multimedia/e-Learning department.

Main Activities

- Collaborating with the executive team and unit managers to assess each department's e-learning subject matter and training needs.
- Motivate and provide guidance to the Multimedia/e-Learning department.
- Developing strategies and technologies that leverage digital media.
- Develop and coordinate a training curriculum for end users of all levels, as dictated by organisational goals and objectives.
- Assessing, recommending, and purchasing courseware packages, and support development of appropriate courseware tools.
- Monitoring and addressing various technical issues relating to security, continuity of operations and data integrity.
- Communicating software application problems and issues to web development and support teams.
- Conduct research into computer-based training products and services in support of development and purchasing efforts.

Key Skills

- Excellent written and oral communication skills, including instructional, facilitation and presentation skills.
- Ability to motivate, lead and retain staff to maximise the performance of the Multimedia/e-Learning team.
- In-depth, hands-on knowledge of authoring technologies, intranet design tools, and multimedia applications.
- In-depth knowledge of recognised e-Learning technical standards.
- Demonstrated knowledge of the issues and implications of in-class and distance learning, along with mitigation strategies for dealing with them.
- Direct experience with e-learning development, curriculum design, training methodologies, and online education.
- Strong analytical and problem solving abilities.

Internal Contacts

Department Heads, IT, Marketing, Editors, Publishers.

External Contacts

Suppliers.

Typical Experience

At least 5-7 years of experience with e-Learning development, instructional design, and/or online education, coupled with relevant tertiary qualifications. Managerial experience is preferable.

POSITION DESCRIPTION

Position Title: Multimedia/e-Learning Specialist
Position Code: 7755
Career Level: 3

Responsible for

Participating in the design, construction, and implementation of multimedia and e-learning applications that support business objectives.

Reports To

Multimedia/e-Learning Project Manager/Producer.

Supervises

No supervisory responsibilities.

Main Activities

- Creating e-Learning materials through the integration of outputs from multiple media sources into a single deliverable that will run on client supported platforms.
- Collaborating with intranet developers or web developers to create interactive multimedia training applications and e-Learning programs.
- Delivering training to end users via web-based educational models and corresponding software tools.
- Conducting thorough testing and resolving any technical issues with e-Learning content developed by the organisation.
- Liaising with educational suppliers to evaluate and/or procure course materials, software applications, and teaching tools.
- Conducting research into computer-based training products and services in support of development and purchasing efforts.
- Reviewing e-Learning training materials and keeping them up to date.

Key Skills

- Excellent written and oral communication skills, including instructional, facilitation, and presentation skills.
- In-depth, hands-on knowledge of authoring technologies, intranet design tools, and multimedia applications.
- Demonstrated knowledge of the issues and implications of in-class and distance learning, along with mitigation strategies for dealing with them.
- Strong familiarity with recognised e-learning technical standards.
- Staying abreast of existing trends and industry standard tools used to produce electronic media for e-Learning.
- Ability to conduct research into course development and delivery concepts, as well as technical software issues.
- Problem solving skills.

Internal Contacts

IT, Marketing, Editors, Publishers.

External Contacts

Suppliers.

Typical Experience

At least 3-5 years of experience with e-Learning development, instructional design, and/or online education, coupled with relevant tertiary qualifications.

JOB SECTION: DISTRIBUTION

Distribution:

8100 Warehouse/Distribution Manager

Inventory Management:

8200 Inventory Manager

8210 Inventory Administrator

Logistics:

8110 Logistics Manager

8117 Stores/Warehouse Person

POSITION DESCRIPTION

Position Title: Warehouse/Distribution Manager
Position Code: 8100
Career Level: 5

Responsible for

Effectively managing, streamlining and safeguarding all operations of a warehouse.

Reports To

General Manager, Operations/Logistics Director.

Supervises

Warehouse & Distribution employees.

Main Activities

- Managing all staff and activities of the warehouse to achieve maximum efficiency and effectiveness.
- Organising effective receipt, storage and dispatch of stock.
- Organising regular stock taking in order to analyse and report on inventory levels.
- Analysing and recommending improvements to warehouse processes and facilities.
- Managing all employee issues including performance management, employee safety and team building.
- Ensuring the effective operation and utilisation of a warehouse management system.

Key Skills

- Proficiency in warehouse management systems and ERP principles.
- Effective communication and people management skills.
- Strong understanding of Occupational Health & Safety principles and legislation.
- Basic understanding of accounting principles.
- Strong analytical and process management skills.

Internal Contacts

Accounts Department, Logistics, Operations Staff, Credit Control, Senior Management.

External Contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

At least 6-8 years in a warehousing/distribution/logistics environment.

POSITION DESCRIPTION

Position Title: Inventory Manager
Position Code: 8200
Career Level: 4

Responsible for

Managing the inventory control process to ensure the successful monitoring of stock and assisting with the purchasing function.

Reports To

Distribution Director

Supervises

Inventory Controllers.

Main Activities

- Monitoring the quality and field performance of inventory items and communicating the need for improvements to manufacturing or service executives.
- Planning distribution, storage and inventory management.
- Monitoring and documenting stock levels and stock transfers.
- May organise the sourcing and ordering of inventory from internal production, national and/or international suppliers.
- Ensuring the security of all stock, assets and preparing orders.
- Using sales, manufacturing and field statistics to establish inventory ranges and requirements.
- Providing assistance where necessary in the purchasing and receiving of orders.

Key Skills

- Strong leadership skills.
- Attention to detail.
- Moderate computer skills.
- Strong cognitive/problem solving skills.

Internal Contacts

Service workshops, distribution managers, financial management, customer service representatives, manufacturing department, marketing department and service departments.

External Contacts

Major customers, agents and distributors, major suppliers and import agents,

Typical Experience

At least 3 - 5 years in customer service coupled with a technical services diploma from a technical college or a familiar institution.

POSITION DESCRIPTION

Position Title: Inventory Administrator
Position Code: 8210
Career Level: 2

Responsible for

Coordinating inventory control through monitoring stock and/or assisting with purchasing function.

Reports To

Inventory Manager

Supervises

No supervisory responsibilities.

Main Activities

- Using sales, manufacturing and field statistics to establish inventory ranges and requirements.
- May organise the sourcing and ordering of inventory from internal production, national and/or international suppliers.
- Providing assistance where necessary in the purchasing and receiving of orders.
- Monitoring and documenting stock levels and stock transfers.
- Ensuring the security of all stock, assets and preparing orders.

Key Skills

- Customer service liaison
- Good organisational abilities
- Ability to work without supervision
- Basic computer skills

Internal Contacts

Customer service representatives, manufacturing department, marketing department.

External Contacts

Major customers, agents and distributors, major suppliers and import agents.

Typical Experience

Typically 2-3 years in a distribution or inventory associated field.

POSITION DESCRIPTION

Position Title: Logistics Manager
Position Code: 8110
Career Level: 4

Responsible for

Leading, managing and developing the Logistics team, enabling the effective provision of Logistics services to customers, ensuring adherence to standard operating procedures and customer agreements.

Reports To

National Logistics Manager.

Supervises

Storepersons.

Main Activities

- Coordinating activities within the Logistics team ranging from one off transportation extras, to individual, tailor made activities and global supply chain solutions.
- Negotiating with sub-contractors and ensuring their standard of service meets the SLA.
- Maximising opportunities to develop new business and grow business with existing customers. Providing support to the team for the development of new business and the continuous improvement of existing business.
- Authorising sub-contractor costs within their authority.
- Acting as a key advisor to the Logistics Management team, assisting in the development of the strategic direction of the organisation's product, design and implementation in the Region.
- Preparing budget performance, forecasts and local business unit plans. Analysing performance, reporting and initiating appropriate action.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Working in conjunction with Trade to ensure rate schedules are updated regularly.

Key Skills

- Well developed commercial acumen.
- Excellent communication skills (oral and written).
- Excellent negotiation and influencing skills.
- Well developed conflict resolution skills.
- Ability to monitor the progress of direct reports and to delegate.
- Ability to develop team members and to impart knowledge and develop shared solutions.

Internal Contacts

Customer Service Management team, Management, Customer Service Staff, Sales Representatives.

External Contacts

Statutory Bodies, Port Authorities, Exporters, Customers, Importers, Sub-Contractors.

Typical Experience

4-5 years experience in a logistics role, coupled with tertiary qualifications.

POSITION DESCRIPTION

Position Title: Stores/Warehouse Person
Position Code: 8117
Career Level: 1

Responsible for

Receiving, handling, sorting, scanning and dispatching goods within a store or warehouse.

Reports To

Logistics Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Operating computer systems to obtain details of stock quantity and location.
- Operating machinery such as a forklift to lift, place and remove items.
- Assisting with regular stock takes and cleaning of worksite.
- Working in accordance with strict Occupational Health & Safety guidelines.
- Possibly assisting with packing and physical movement of goods according to workload demands.

Key Skills

- Basic customer service skills.
- Understanding of Occupational Health & Safety principles and legislation.

Internal Contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff.

External Contacts

May have some contact with Couriers, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

Often an entry level role into a warehousing/distribution/logistics environment.
