
JOB FAMILIES

[SALES & MARKETING](#)

[SERVICE](#)

[LOGISTICS](#)

JOB FAMILY: SALES & MARKETING

Management

- Aon.EXE.10004.7 [Sales & Marketing Director](#)
- Aon.EXE.15000.7 [Sales Director](#)
- Aon.EXE.20000.7 [Marketing Director](#)
- Aon.EXS.85004.6 [Corporate Channel Sales Manager](#)

Sales

- Aon.RSL.85100.5 [National Solutions Manager](#)
- Aon.RSL.85110.5 [National Managed Print Services](#)
- Aon.ITS.15020.5 [Sales Manager](#)
- Aon.ITS.15020.6 [Senior Sales Manager - Industry/LOB/Region/Market/BU](#)
- Aon.RSL.85120.5 [District/Sales Manager](#)
- Aon.ITS.15014.5 [Channel/Dealer Sales Manager](#)
- Aon.ITS.15114.3 [Channel/Dealer Sales Representative](#)
- Aon.ITS.15001.4 [Sales Account Manager \(Existing Account/s Only\)](#)
- Aon.RSL.85120.3 [Government Account Manager](#)
- Aon.RSL.85100.4 [Production Sales](#)
- Aon.ITS.15001.5 [Major/Key/Named Account Manager \(Existing Account Only\)](#)
- Aon.SLS.15036.4 [Business Solutions Account Manager](#)
- Aon.RSL.85130.3 [Sales Representative/Account Manager](#)
- Aon.RSL.85110.3 [Post-Sales Systems Consultant](#)

Business Development

- Aon.ITS.15009.5 [Business Development Manager](#)
- Aon.ITS.15009.4 [Business Development Specialist](#)

Coordinators

- Aon.MKT.20104.2 [Marketing Administration Assistant](#)
- Aon.ITS.15114.2 [Sales Coordinator](#)

Telemarketing

- Aon.SLS.15036.3 [Telesales Team Leader](#)
- Aon.ITS.15036.2 [Telemarketer](#)
- Aon.ITS.15019.2 [Sales Administrator/Coordinator/Internal Sales Representative](#)

Marketing

- Aon.MKT.20016.4 [Product/Brand Manager - Level 3](#)
 - Aon.MKT.20315.5 [Marketing Manager - Marketing Communications](#)
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POSITION DESCRIPTION

Position Title: Sales & Marketing Director
Position Code: Aon.EXE.10004.7
Career Level: 7

Responsible for

Establishing and controlling national sales and marketing strategies to achieve market share, and sales and profit targets.

Reports To

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main Activities

- Formulating national sales and marketing policies thereby making major contributions to organisational :
- Revenue
- Profit projections
- Short and long term plans
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Monitoring sales performance and selling expenses and initiating corrective action where necessary.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Coordinating market research and market intelligence data.
- Determining pricing and volume discount policies.

Key Skills

- Professional marketing skills. Detailed knowledge of technological developments and trends. The role requires strong motivational and persuasive skills, coupled with good planning and administrative abilities. Negotiating skills are also important.

Internal Contacts

Sales and marketing executives and specialists, state or branch managers, finance and accounting, systems and software development.

External Contacts

Major customers, the media, market research firms, public relations firms, distributors Federal and State Government officials.

Typical Experience

At least 15 years of related sales/marketing experience. Typically has tertiary qualifications.

Other Comments

The role combines professional marketing skills and sales management skills on a national level.

POSITION DESCRIPTION

Position Title: Sales Director
Position Code: Aon.EXE.15000.7
Career Level: 7

Responsible for

Establishing 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.
- Working with other relevant managers to develop 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

- Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
- Budgetary formulation and control abilities.

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 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

Other Comments

The role is primarily managerial, requiring a sound sales background.

POSITION DESCRIPTION

Position Title: Marketing Director
Position Code: Aon.EXE.20000.7
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 based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- 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. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

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. Typically has tertiary qualifications.

Other Comments

The role has significant elements of market strategy and positioning.

POSITION DESCRIPTION

Position Title: Corporate Channel Sales Manager
Position Code: Aon.EXS.85004.6
Career Level: 6

Responsible for

Controlling the sales activities of the company nationally through a network of dealers, distributors or other equipment manufacturers in order to achieve revenue, expense and sales targets.

Reports To

Corporate Sales Manager or General Manager.

Supervises

Channel Sales Managers and their teams.

Main Activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training channel sales managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

Key Skills

- Knowledge of the product and the market.
- Has strong interpersonal abilities and proven skills in leading sales teams.
- Excellent negotiation and motivational skills.

Internal Contacts

Chief Financial Officer, Product Managers, State or Branch Managers.

External Contacts

Dealers and distributors, government officials, advertising agencies, key accounts, PR firms.

Typical Experience

Tertiary qualifications, a minimum of 10 years sales experience, a good proportion of this in channel sales.

Other Comments

Alternative Title: National Sales Manager (Third Parties).

POSITION DESCRIPTION

Position Title: National Solutions Manager
Position Code: Aon.RSL.85100.5
Career Level: 5

Responsible for

The provision of overall direction across state management, sales and marketing, and service to the ensure that clients are receiving solutions based sales. (This role may be a change management role in some organisations, whilst others may have reached the maintenance stage.)

Reports To

National Sales and Marketing Manager

Supervises

May mentor some sales staff.

Main Activities

- Working closely with key stakeholders to ensure the continuous integration of software, hardware and professional services into new solutions for clients.
- Assisting with the response to key tenders to provide solution based sales
- Identify gaps in knowledge of staff and assist learning and development staff in addressing these gaps to greater fulfil client needs.
- Ensuring staff development is in line with organisational strategy.
- Involvement in the creating of new software to assist in the creation of integrated solutions for clients.

Key Skills

- Deep understanding of client business processes and areas for the company to add value
- Strong understanding of the sales process
- Strong process and project management skills
- High level presentation skills

Internal Contacts

All staff, however strongly influential to sales staff.

External Contacts

Some contact to key clients.

Typical Experience

University degree in appropriate discipline preferred, 3-5 years experience in a senior role working with a technical products.

Other Comments

This role may be a change management role in some organisations, whilst others may have reached the maintenance stage.

POSITION DESCRIPTION

Position Title: National Managed Print Services
Position Code: Aon.RSL.85110.5
Career Level: 5

Responsible for

The provision of the organisational strategy for Managed Print Service, including the creation of the organisational road map and identification of opportunities for significant sales within the market.

Reports To

National Sales and Marketing Manager

Supervises

May mentor some sales staff.

Main Activities

- Identify opportunities for new services in the market by understanding the market dynamics, technology evolution and customer business challenges that may position deliverables.
- Manage the Managed Print Service budget, forecasts and time lines.
- Assist in the creation of responses to tenders through development of client print strategy
- Conducting direct sales development activities with key clients.
- Develop appropriate marketing collateral to facilitate sales.

Key Skills

- Deep understanding of client business processes and areas for the company to add value
- Strong analytical skills.
- Strong time management skills.
- Well-developed understanding of customer business processes, technology needs, and business issues, and proven ability to develop value rich solutions to meet those needs.
- Highly-developed interpersonal and communication skills

Internal Contacts

Sales and marketing staff as well as senior management.

External Contacts

Key clients.

Typical Experience

Bachelor degree qualification in a relevant field complemented by substantial business development, marketing and management experience.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Manager
Position Code: Aon.ITS.15020.5
Career Level: 5

Responsible for

Acting as the first line of Management, directing team/s of Sales Representatives and Account Managers to achieve predetermined Sales targets from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

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

Supervises

A team of Sales Representatives, Account Managers and Sales Administration Staff.

Main Activities

- Planning and directing the activities of team/s of Sales Representatives, and Account Managers, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales activities with the broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client'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.
- Monitoring competitors' Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Sales staff.

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, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal Contacts

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

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

8 - 10 years of experience, may possess relevant tertiary qualifications.

Other Comments

This role performs a mix of Sales oriented and Managerial tasks.

POSITION DESCRIPTION

Position Title: Senior Sales Manager - Industry/LOB/Region/Market/BU
Position Code: Aon.ITS.15020.6
Career Level: 6

Responsible for

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Sales Director, General Manager.

Supervises

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

Main Activities

- Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
- Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
- Overseeing the recruitment, selection and training of Sales staff.

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.
- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
- Analytical interpretation and advanced problem solving abilities.

Internal Contacts

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

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

10+ years of experience, may possess relevant tertiary qualifications.

Other Comments

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

POSITION DESCRIPTION

Position Title: District/Sales Manager
Position Code: Aon.RSL.85120.5
Career Level: 5

Responsible for

Controlling the sales activities of the company in a district to achieve revenue and expense targets.

Reports To

State Manager or State Sales Manager.

Supervises

A team of 6 - 12 Sales staff, often through Sales Supervisors (Team Leaders).

Main Activities

- Servicing key accounts and negotiating deals within policy guidelines.
- Controlling and motivating a Sales team to meet sales targets.
- Making a substantial input to forecasting and setting sales and expense budgets for the district.
- Controlling the distribution of products within a district.
- Recruiting and training Sales staff.
- Monitoring and reporting on competitors' sales and product strategies in the district.

Key Skills

- Knowledge of the products and local market.
- Strong personal sales abilities, and proven skills in leading and motivating a Sales team.
- Sound administrative skills, together with good analytical and reporting abilities.

Internal Contacts

Marketing Manager; Credit Controller; Service Manager; Human Resources/Training Manager; Product Managers; Logistics Manager.

External Contacts

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

Typical Experience

At least 5 - 10 years' related Sales/Marketing experience. May have tertiary qualifications in Technical/Business areas.

Other Comments

People in this role may spend as much time selling (concentrating on major sales) as managing. First level Sales Management role. Alternative title: Business Manager. District/Sales Manager may also be distinguished by land/geographic area, account type or channel.

POSITION DESCRIPTION

Position Title: Channel/Dealer Sales Manager
Position Code: Aon.ITS.15014.5
Career Level: 5

Responsible for

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Channel Sales Representatives and Sales Administration Staff.

Main Activities

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client'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.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

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, leadership and mentoring capabilities.
- Business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal Contacts

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

External Contacts

Clients, Distributors, Suppliers, Government Officials.

Typical Experience

5 - 10 years of experience, may possess relevant tertiary qualifications.

Other Comments

This role performs a mix of Sales oriented and Managerial tasks.

POSITION DESCRIPTION

Position Title: Channel/Dealer Sales Representative
Position Code: Aon.ITS.15114.3
Career Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with a nominated Channel or group of Dealers 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/Dispatch 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.

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

External Contacts

Customers, Suppliers.

Typical Experience

2+ years of Sales experience and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Channel/Dealer Sales Executive, Channel/Dealer Sales Consultant.

POSITION DESCRIPTION

Position Title: Sales Account Manager (Existing Account/s Only)
Position Code: Aon.ITS.15001.4
Career Level: 4

Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Senior Sales Manager, Sales Manager.

Supervises

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

Main Activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with 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.
- 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.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist 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 designated accounts, 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

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

This position is distinguished from the Direct End User 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.

POSITION DESCRIPTION

Position Title: Government Account Manager
Position Code: Aon.RSL.85120.3
Career Level: 3

Responsible for

Working closely with a few major current clients to obtain orders for expansion and enhancement of existing systems/equipment sales.

Reports To

Regional, Branch or State Sales Manager.

Supervises

Often works as part of a small project team without directly supervising other staff. Alternatively, may head a small Sales team.

Main Activities

- Assisting customers to determine their existing and future office equipment needs and proposing suitable products and upgrades.
- Liaising with Support staff regarding technical and installation aspects of equipment sales.
- Negotiating price and volume discounts within Sales/Marketing policy.
- Monitoring competitors' sales strategies and reporting any significant developments.
- Assisting with the preparation of tenders and contracts.
- Identifying sales prospects and arranging and conducting demonstrations of products.

Key Skills

- Top sales skills, supported by excellent product knowledge.
- An understanding of User needs, technological developments, trends, and competitive activity.

Internal Contacts

Product Specialists; Engineers and Systems Specialists; Customer Service; Sales Administration; Delivery and Installation.

External Contacts

Customers at all levels; Representatives of inter-related or interfaced products or services.

Typical Experience

A seasoned Sales professional with a record of achievement in the office equipment industry. At least 5 years of sales experience.

Other Comments

May have specialist business knowledge or a technical background.

POSITION DESCRIPTION

Position Title: Production Sales
Position Code: Aon.RSL.85100.4
Career Level: 4

Responsible for

The achievement of sales targets through the provision of specialist advisory/support service across designated strategic accounts for a range of products and services, including the proposal, negotiation and implementation of "packaged" solutions to gain a competitive advantage and assist in the achievement of sales revenue and profit targets.

Reports To

State Service or Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Identifying sales prospects and following leads from all sources, and cultivating relationships for repeat business.
- Assisting customers to determine their existing and future systems needs and proposing suitable products and upgrades.
- Liaising with Support staff on technical and installation aspects of systems.
- Arranging and conducting product demonstrations.
- Achieving new sales quotas and maintaining call rates with established customers in an assigned territory to ensure accounts are retained.
- Negotiating price and volume discounts within well defined schedules and guidelines.
- Managing the technical aspects of all implementations and ensuring the proper allocation of resources.
- Providing adequate Software Support staff and maintaining effective communication with customers to ensure their needs are met.
- Providing reports and maintaining databases in relation to outstanding problems status, staff allocation etc. Therefore promoting total satisfaction and brand loyalty, by the continual monitoring and response to both customer feedback and market intelligence.
- Maintaining leading edge industry/market awareness and technical competency in a designated field through active involvement in and sharing of knowledge acquired.

Key Skills

- Effective sales, time management, and personal organisational skills.
- Excellent product knowledge and proven industry sector experience.
- An understanding of print description languages and applications software.

Internal Contacts

Product Specialists; Engineers and Systems Specialists; Customer Service; Sales Administration; Delivery and Installation.

External Contacts

Customers at all levels.

Typical Experience

At least 3 - 5 years of experience in the Computer Industry, Software, Hardware, and peripheral sales.

Other Comments

POSITION DESCRIPTION

Position Title: Major/Key/Named Account Manager (Existing Account Only)
Position Code: Aon.ITS.15001.5
Career Level: 5

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 - 10 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: Business Solutions Account Manager
Position Code: Aon.SLS.15036.4
Career Level: 4

Responsible for

Working with the relevant Business Units to maximise the value they are able to derive from the services provided by the enterprise in order to increase sales for the overall business.

Reports To

National Sales Manager

Supervises

No formal supervisory responsibilities

Main Activities

- Providing Pre-Sales support and consulting services support across all channels, integrating multiple product lines.
- Providing Post-Sales support including custom integrated solutions, client training and technical field support.
- Consulting with and advising the Business Unit in relation to evaluating business opportunities and developing commercial technical solutions to business initiatives.
- Advocating for the Business Unit within Technology and communicating Business Unit strategies and priorities to help promote alignment between Technology and Business Strategy.
- Shaping commercial technical solutions for business initiatives during the idea and concept phases and provide input and guidance to business case submissions.

Key Skills

- Deep understanding of both business and Business Equipment context and processes.
- Strong analytical and conceptual thinking abilities.
- Strong relationship building and influencing skills.

Internal Contacts

Product Specialists; Engineers; Systems Specialists; Customer Service; Sales Administration; Delivery and Installation staff, Marketing, Administration.

External Contacts

Customers at all levels; Representatives of interrelated or interfaced products or services.

Typical Experience

3-5 years experience in a similar role generally coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Representative/Account Manager
Position Code: Aon.RSL.85130.3
Career Level: 3

Responsible for

Achieving sales targets for a range of office equipment and consumables.

Reports To

Regional/District Branch or State Sales Manager

Supervises

Often works as part of a small project team without directly supervising other staff.

Main Activities

- Assisting customers to determine their existing and future office equipment needs and proposing suitable products and upgrades.
- Liaising with Systems and Support staff on technical and installation aspects of equipment sales.
- Negotiating price and volume discounts within Sales/Marketing policy.
- Assisting with the preparation of tenders and contracts.
- Identifying sales prospects; arranging and conducting demonstrations of products.

Key Skills

- Top sales skills, supported by excellent product knowledge.
- An understanding of User needs, technological developments, trends, and competitive activity.
- May have specialist business knowledge (accounting, inventory management, education etc.) or a technical background.

Internal Contacts

Product Specialists; Engineers; Systems Specialists; Customer Service; Sales Administration; Delivery and Installation staff.

External Contacts

Customers at all levels; Representatives of interrelated or interfaced products or services.

Typical Experience

At least 2 - 3 years of experience.

Other Comments

Only applicable to hardware and hybrids, not dedicated Suppliers.

POSITION DESCRIPTION

Position Title: Post-Sales Systems Consultant
Position Code: Aon.RSL.85110.3
Career Level: 3

Responsible for

Providing technical information and customer support during the Marketing, Pre-sales and Post-sales processes to ensure efficient delivery and integration of equipment to customers.

Reports To

Systems Manage, Product Manager or State/Regional Service Manager

Supervises

No supervisory responsibilities.

Main Activities

- Assisting the Sales force with Pre-sales activity, such as proposal preparation, systems demonstrations and presentations.
- Liaising with Marketing and Suppliers to ensure that all product requirements are clearly understood prior to launch.
- Ensuring that documentation is available at the installation site to allow for systems analysis.
- Identifying and conducting user requirements analysis to match customer needs to software packages.
- Providing and maintaining necessary test platforms and documented testing procedures.
- Installing products and providing on-site and off-site technical assistance for the testing and maintenance of systems and software.
- Managing problem reports and developing appropriate internal communications.
- Creating and updating new courses and field service technical manuals in order to meet the specific needs for both technical consultants and customers.
- Liaising with third party suppliers to ensure the provision of a high level of customer service, ensuring customer complaints and escalations are acted on quickly and effectively.
- Liaising with management to ensure the organisation is aware of new products and technologies from within and outside the organisation.

Key Skills

- Technical background with formal qualifications relevant to the IT industry.
- Detailed skills, knowledge and technical ability in the relevant technological environment.
- Analytical, diagnostic, project managing and problem-solving skills.
- Good communication and presentation skills.
- Data communication skills including TCP/IP.
- Ability to conduct different presentations for different audiences. For instance, emphasizing business benefits to Senior Management and technical features to Technical staff.
- Sound understanding of all products and technologies of the organisation.

Internal Contacts

Sales and Marketing Departments; Technical Product Specialists; Helpdesk; IT.

External Contacts

Customers.

Typical Experience

At least 5 years of Systems Engineering experience with relevant products; communication, technical report, and training skills. Tertiary qualifications in the IT/Electrical Engineering/Commerce and/or formal networking qualifications

Other Comments

POSITION DESCRIPTION

Position Title: Business Development Manager
Position Code: Aon.ITS.15009.5
Career Level: 5

Responsible for

Acting as the first line of Management, directing a team of Business Development Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

Supervises

Business Development Specialists.

Main Activities

- Planning and directing the activities of a team of Business Development Specialists and ensuring all staff are motivated to attain predetermined Sales targets.
- 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.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training Sales staff.

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, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal Contacts

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

External Contacts

Customers, Prospective Customers.

Typical Experience

8 - 10 years of Sales experience, coupled with relevant tertiary qualifications.

Other Comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of Sales oriented and Managerial tasks.

POSITION DESCRIPTION

Position Title: Business Development Specialist
Position Code: Aon.ITS.15009.4
Career Level: 4

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

Business Development Manager.

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

5 - 8 years of Sales experience and may either possess or be working towards relevant tertiary business qualifications.

Other Comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Direct End User Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.

POSITION DESCRIPTION

Position Title: Marketing Administration Assistant
Position Code: Aon.MKT.20104.2
Career Level: 2

Responsible for

Providing general administrative support to the Marketing Manager and Marketing team.

Reports To

Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Performing an array of administrative duties, including preparation of reports and proposals, database management, written correspondence, arranging travel itineraries and bookings, word processing, typing, purchasing and screening incoming telephone calls.
- Maintaining effective electronic and hard copy filing systems
- Assisting with the co-ordination of Marketing events.
- Maintaining consumables stock and marketing literature for the group.
- Handling routine department enquiries and re-routing urgent matters for attention by more senior marketing employees.

Key Skills

- Highly developed administration skills.
- Excellent communication skills.
- Highly organised - with ability to juggle multiple tasks.
- PC Application and broad systems knowledge e.g. Word, Excel.

Internal Contacts

Sales, Customer Service/Support.

External Contacts

Clients, Suppliers, Research Consultancies.

Typical Experience

2+ years of Administrative experience.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Coordinator
Position Code: Aon.ITS.15114.2
Career Level: 2

Responsible for

Providing general support to the Sales Division so that the team is more productive and efficient and to facilitate maximum face-to-face selling time for the sales staff.

Reports To

National/State/Regional Sales Manager or Commercial Manager.

Supervises

May supervise a small group of clerical or internal sales staff which support the wider field effort.

Main Activities

- Assisting in the selling process through customer education and direct personal contact.
- Learning all aspects of products sold including the ability to demonstrate to clients where appropriate.
- Assisting the sales team in maintaining their existing user base, developing new business and new clients, managing and updating client records where appropriate.
- Assisting with client enquiries in order to facilitate the face-to-face selling time for the sales force.
- Assisting with order processing including receiving, processing and reviewing customer transactions and service enquiries received by phone and mail/e-mail and rectifying customer problems within ability or passing problems to higher authority.
- Improving processes, forms and procedures to maximise team efficiency.
- Relaying campaign and pricing information to the sales team and providing quotations, samples and product literature to customers on request.
- Maintaining sales statistics and records of customer sales performance and incentive payments.
- Providing analytical reports and tender contract reports as necessary.
- Coordinating events and invitations and assisting the Marketing Department and Product Managers with marketing activities as required.

Key Skills

- Good organisational ability and presentation skills.
- Good attention to detail with the ability to priorities.

Internal Contacts

Sales representatives/account managers; Accounts Department; Marketing Department.

External Contacts

Customers; Agents and Dealers.

Typical Experience

At least 1-3 years experience in a similar role within a sales environment.

Other Comments

POSITION DESCRIPTION

Position Title: Telesales Team Leader
Position Code: Aon.SLS.15036.3
Career Level: 3

Responsible for

Marketing (selling) a range of company products through indirect channels and Suppliers.

Reports To

Sales/State Manager

Supervises

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

Main Activities

- Planning and effectively implementing sales campaigns.
- Reporting on the results and making recommendations for improving future campaigns.
- Establishing the database of prospects and assuring that this is actively maintained.
- Having personal involvement in telephone calls.
- Managing a Telemarketing/Supplies department.

Key Skills

- Knowledge and experience in campaign planning.
- Hands-on experience in establishing and maintaining a database.
- Proven sales ability, and a very strong telephone manner.
- Ability and willingness to take on a Sales support role at times.

Internal Contacts

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

External Contacts

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

Typical Experience

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

Other Comments

Need to develop sound product knowledge through training. In smaller organisations may be referred to as Telemarketing Manager.

POSITION DESCRIPTION

Position Title: Telemarketer
Position Code: Aon.ITS.15036.2
Career Level: 2

Responsible for

Generating sales leads and selling a range of products/services through outbound telephone contact to achieve a predetermined revenue target or sales quota.

Reports To

Telesales Team Leader, Telesales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Selling products/services over the telephone by making outbound telephone calls to existing and new customers.
- Generating sales leads, cold calling, assessing customer needs, closing the sale or arranging appointments with Sales Representatives in the field where necessary.
- Working through a list of contacts to promote the organisation's products and services with the aim of generating new sales.
- Arranging, processing and dispatching goods/services, information packs and flyers to existing and prospective clients.
- Entering changes to contact details in the database and detailing the requirements for follow up calls with customers.
- Collecting market intelligence from customer contacts during sales calls, and producing reports on market intelligence for Management.
- Generating statistics on the number of calls required to close a sale.

Key Skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner.
- Administrative ability.
- Sound product/service knowledge.

Internal Contacts

Sales Representatives, Accounts and Credit Control Staff, Warehouse and Distribution Staff.

External Contacts

Clients and Prospective Clients.

Typical Experience

2+ years of sales experience.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Administrator/Coordinator/Internal Sales Representative
Position Code: Aon.ITS.15019.2
Career Level: 2

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 2+ years of experience.

Other Comments

POSITION DESCRIPTION

Position Title: Product/Brand Manager - Level 3
Position Code: Aon.MKT.20016.4
Career Level: 4

Responsible for

Managing the development and ongoing success of particular product lines, combining some technical knowledge with marketing skills.

Reports To

National Marketing Manager

Supervises

May supervise a Marketing Research Officer or Product Specialist.

Main Activities

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

Key Skills

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

Internal Contacts

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

External Contacts

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

Typical Experience

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 6 - 8 years of experience.

Other Comments

POSITION DESCRIPTION

Position Title: Marketing Manager - Marketing Communications
Position Code: Aon.MKT.20315.5
Career Level: 5

Responsible for

Managing the development of relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

Reports To

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main Activities

- Working with Senior Management to build and implement marketing communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Recommending newsworthy data and product announcements in line with product marketing.
- Developing strong media and analyst relations within the media marketplace.
- Managing the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Managing the effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

Key Skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal Contacts

Marketing department, Sales department and Senior Management.

External Contacts

Advertising agencies, Media, Public Relations Consultants, Conference Organisers.

Typical Experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of marketing communications.

JOB FAMILY: SERVICE

ManagementAon.CSP.35014.6 [National Service Manager](#)Aon.CSP.35014.5 [State/Regional Service Manager](#)Aon.CSP.35014.4 [Area/Field Service Supervisor](#)**Customer Support**Aon.CSP.35008.3 [Senior Customer Service Engineer](#)Aon.CSP.35008.2 [Specialist Customer Service Engineer](#)Aon.CSP.35108.2 [Customer Service Engineer](#)Aon.CSP.35108.3 [Customer Support Representative](#)Aon.CSP.35225.2 [Telephone Support Specialist - Level 1](#)Aon.CSP.35008.4 [Technical Product Specialist](#)**Service**Aon.CSP.35021.4 [Service Control Team Leader](#)Aon.CSP.35021.2 [Service Work Controller](#)Aon.CSP.35021.3 [Workshop Supervisor](#)Aon.CSP.35121.2 [Workshop Technician](#)**Call Centre**Aon.CSP.35001.5 [Call Centre Manager](#)Aon.CSP.35001.3 [Call Centre Team Leader](#)Aon.CSP.35001.1 [Call Centre Officer](#)**Technical Support**Aon.CSP.35024.6 [National Technical Manager](#)Aon.CSP.35024.3 [Technical Training Officer](#)

POSITION DESCRIPTION

Position Title: National Service Manager
Position Code: Aon.CSP.35014.6
Career Level: 6

Responsible for

Controlling Customer Support activities nationally to achieve customer service and expense control objectives.

Reports To

General Manager; Chief Executive Officer.

Supervises

State/Regional Service Managers.

Main Activities

- Organising and supervising the operation of national Repair and Service Centres.
- Preparing support budgets and projections.
- Providing technical support in feasibility studies and equipment demonstrations.
- Planning the recruitment and training of Field Service staff.
- Planning technical training of Distributors.
- Coordinating national pre-sales and post-sales support.
- Monitoring customer difficulties and warranty claims and reporting problems.

Key Skills

- Strong technical background and detailed product knowledge.
- Organisational and control abilities.
- Excellent skills in customer liaison and in handling computer systems difficulties.

Internal Contacts

National Sales and Marketing Management, Support and R&D Departments.

External Contacts

Customers at senior levels, Prospects, Distributors, Parts Suppliers and Subcontractors.

Typical Experience

At least 10+ years experience in field service. Requires extensive Technical training and Product Servicing experience.

Other Comments

POSITION DESCRIPTION

Position Title: State/Regional Service Manager
Position Code: Aon.CSP.35014.5
Career Level: 5

Responsible for

Controlling field service activities in a large region or state, to achieve customer service and expense control objectives. The role has important client liaison elements, based on technical appreciation of the customers' requirements and problems.

Reports To

National Service Manager.

Supervises

Area/Field Service Supervisors; Service Control Team Leaders.

Main Activities

- Coordinating pre-sales and post-sales support on a region or state basis.
- Organising and supervising the operation of regional or state Repair and Service centres.
- Providing technical support in feasibility studies and equipment demonstrations.
- Preparing field service and inventory budgets and projections.
- Planning technical training of Distributors.
- Monitoring customer difficulties and warranty claims and reporting problems.

Key Skills

- Strong technical background and detailed product knowledge.
- Organisational and control abilities.
- Excellent skills in customer liaison and handling of computer systems difficulties.

Internal Contacts

State or Regional Sales and Marketing Management; Operations and Logistics Managers; Systems and Software Development.

External Contacts

Customers at all levels; Prospects; Distributors; Parts Suppliers; Subcontractors.

Typical Experience

At least 7 - 8 years experience in Field Service with extensive technical training and product servicing experience.

Other Comments

Alternative Title: Customer Support Manager.

POSITION DESCRIPTION

Position Title: Area/Field Service Supervisor
Position Code: Aon.CSP.35014.4
Career Level: 4

Responsible for

Coordinating the Service and Spare Parts Operations in a region/district.

Reports To

State/Regional Service Manager; National Service Manager.

Supervises

Customer Service Engineers; Service Work Controllers.

Main Activities

- Organising Service and Spares Operations.
- Liaising with Specialist Technicians to correct faults.
- Administering parts and services budgets.
- Controlling parts inventories.
- Training Service Staff and/or Agents staff.
- Administering the warranty scheme and dealing with customer complaints.

Key Skills

- Comprehensive Electronics and Electrical knowledge.
- Communications and mechanical skills.

Internal Contacts

Sales staff; Sales Engineers; Technical and Research staff; Spare Parts and Workshop Managers.

External Contacts

Distributors and Customers.

Typical Experience

At least 5 years experience together with a technical degree or trade qualification, depending on the nature of the product services.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Customer Service Engineer
Position Code: Aon.CSP.35008.3
Career Level: 3

Responsible for

Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Reports To

Area/Field Service Supervisor.

Supervises

May have some supervisory responsibilities.

Main Activities

- Servicing customer equipment to the customer's ongoing satisfaction and setting minimum performance standards.
- Projecting a Customer Service image through competent service procedures, professional personal presentation and communication with all customers.
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Communicating with Sales and Service management about customer complaints and sales opportunities.
- Performing technical service involving frequent use of independent judgement.
- May assist in training of lower grade Technicians.

Key Skills

- Current Drivers licence and Electrical licence.
- Product knowledge and diagnostic capabilities.
- Sound knowledge of basic electronics and electrical theory, principles of microprocessor controlled equipment and multi-meter instruments.
- Good communication and interpersonal skills.
- Mechanical and optical knowledge.

Internal Contacts

Customer Service Representatives.

External Contacts

Customers.

Typical Experience

At least 5+ years experience. May have higher level of expertise and some mentoring/coaching responsibilities. Copier and/or micro experience; mechanical processes; graphic experience.

Other Comments

POSITION DESCRIPTION

Position Title: Specialist Customer Service Engineer
Position Code: Aon.CSP.35008.2
Career Level: 2

Responsible for

Carrying out corrective service and preventative maintenance on colour or high volume equipment in a professional and customer oriented manner.

Reports To

Area/Field Service Supervisor.

Supervises

No supervisory responsibilities.

Main Activities

- Servicing customer equipment to the customers' ongoing satisfaction and setting minimum performance standards.
- Projecting a Customer Service image through competent service procedures, professional personal presentation, and communication with all customers.
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Communicating with Sales and Service management about customer complaints and sales opportunities.

Key Skills

- Current Drivers licence and Electrical license.
- Product knowledge and diagnostic capabilities.
- Mechanical and optical knowledge.
- Good communication and interpersonal skills.
- Knowledge of basic electronics and electrical theory, principles of microprocessor controlled equipment and multi-meter instruments.

Internal Contacts

Customer Service Representatives.

External Contacts

Customers.

Typical Experience

At least 2 - 5 years experience. Copier and/or micro experience and graphic experience, may have completed internal or accredited training additional to training typical of a Customer Service Engineer role.

Other Comments

Other titles - Specialist Customer Service Engineer (Colour/High Volume)

POSITION DESCRIPTION

Position Title: Customer Service Engineer
Position Code: Aon.CSP.35108.2
Career Level: 2

Responsible for

Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Reports To

Area/Field Service Supervisor.

Supervises

No supervisory responsibilities.

Main Activities

- Servicing customer equipment to the customers' ongoing satisfaction and setting minimum performance standards.
- Projecting a Customer Service image through competent service procedures, professional personal presentation, and communication with all customers.
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Communicating with Sales and Service management about customer complaints and sales opportunities.

Key Skills

- Current Drivers licence and Electrical license.
- Product knowledge and diagnostic capabilities.
- Good communication and interpersonal skills.
- Knowledge of basic electronics and electrical theory, principles of microprocessor controlled equipment and multi-meter instruments.
- Mechanical and optical knowledge.

Internal Contacts

Customer Service Representatives.

External Contacts

Customers.

Typical Experience

At least 2 - 5 years experience. Copier and/or micro experience and graphic experience.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Support Representative
Position Code: Aon.CSP.35108.3
Career Level: 3

Responsible for

Coordinating customer relations and training activities concerning post-installation support to specified accounts. Ensuring all interrelated activities of customer support and training functions achieve ongoing customer satisfaction, within specified guidelines.

Reports To

State Service Manager/Customer Support Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Tracking and contacting customers after machine installations to organise customised training on their premises and to ensure that the machines have been efficiently and effectively installed on customer premises.
- Designing and providing targeted and highly participative training on products and business solutions.
- Maintaining support and ongoing communication with customers to identify on-going training requirements and ensure customer issues are identified for corrective action.
- Providing a written report to the State Service Manager/Customer Support Manager each month outlining activities and results completed in the previous month, and those activities and results planned for the next month.
- Maintaining any equipment, software and training aids that may be used within customer visits/training demonstrations.
- Visiting each specified machine site on a regular basis to ensure: there are two key operator trained persons available.
- Assisting Sales staff with the operation of equipment when required for large demonstrations or exhibitions on office premises, customer sites, or other external venues.
- Conducting regular checks on showroom equipment
- Assisting Service Work Controllers with call avoidance activities.
- Maintaining a working knowledge of new and existing products.

Key Skills

- Excellent presentation and communication skills.
- Ability to work within sometimes tight and conflicting deadlines.
- Ability to explain complex and technical concepts clearly.

Internal Contacts

Sales; Administration; Customer Service staff.

External Contacts

Customers.

Typical Experience

At least 2 - 5 years experience. Product knowledge and demonstration experience.

Other Comments

Alternative Title: Customer Relations Officer.

POSITION DESCRIPTION

Position Title: Telephone Support Specialist - Level 1
Position Code: Aon.CSP.35225.2
Career Level: 2

Responsible for

Providing basic Technical Support (typically from a remote Technical Support Centre) to existing clients in relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction by managing the relationship with numerous remote accounts.

Reports To

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Providing basic technical support from a remote location either by telephone or email.
- Continually learning, developing and maintaining knowledge and skill in order to be able to create solutions to technical/application client problems and queries.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Attending relevant product and skill courses.

Key Skills

- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

Internal Contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

External Contacts

Customers - mainly at an operational level.

Typical Experience

At least 2 years operating software, hardware and/or network experience, or at least 1 year of Technical Support experience. This experience is typically coupled with a relevant tertiary qualification.

Other Comments

Employees in this role would typically be the first point of contact for clients within the Technical Support Centre.

POSITION DESCRIPTION

Position Title: Technical Product Specialist
Position Code: Aon.CSP.35008.4
Career Level: 4

Responsible for

Being the technical expert for copier equipment nationally, through the provision of second level support to the Customer Service Engineers who maintain this machine group.

Reports To

State/Regional Service Manager.

Supervises

May have some supervisory responsibilities.

Main Activities

- Monitoring and evaluating machine performance statistics, recommending/implementing corrective measures and determining technical resource requirements.
- Initiating, planning, co-ordinating and participating in a specialist capacity the installation of more complex hardware and software installations and accompanying Customer Service Engineers in the field to assist them in skill level development.
- Conducting regular technical review meetings to discuss and disseminate technical knowledge and information to maintain a current level of knowledge and skill of current technical information, specialist tools and diagnostics relating to product line maintenance.
- Working to improve the efficiency of the Service Team by providing support, guidance and (formal and informal) training to other staff and by advising management of training requirements, new maintenance techniques, and improvements to logistics and operational procedures.
- Performing service calls as required by State/National Service Manger.

Key Skills

- Excellent knowledge of printing technologies, the servicing of hardware and all associated computer technologies (software).
- Strong knowledge of competitive products.
- Strong understanding of printer product applications in business and networking technologies.
- Excellent communication and fault finding/analytical skills.
- Mechanical aptitude for printer repair.
- Strong training skills.
- Outstanding customer service skills.

Internal Contacts

Service Work Controller, Service Supervisors or State Service Manager, National Service Department and other Technical Product Specialists nationally to ensure uniform technical knowledge and work practices, educational and other training institutions.

External Contacts

Customers at all levels.

Typical Experience

At least 5 years product knowledge/high level diagnostic skills and experience in the provision of skills training for field technicians, together with technical qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Service Control Team Leader
Position Code: Aon.CSP.35021.4
Career Level: 4

Responsible for

Receiving and recording customer calls for service; planning and coordinating the activities of a team of Service Work Controllers to ensure an efficient and effective response to customer's requirements.

Reports To

State/Regional Service Manager; National Service Manager.

Supervises

A team of Service Work Controllers.

Main Activities

- Ensuring the prompt and accurate recording of all customer requests for service.
- Planning and prioritising customer service calls according to specified procedures and directions.
- Ensuring an accurate database of all customer, machine and engineer information is maintained.
- Planning and coordinating the dispatch of work assignments for Customer Service Engineers to ensure efficient utilisation of engineer time.
- Ensuring adherence to call escalation procedures to maximise customer support.
- Liaising with all relevant departments to ensure the efficient and timely movement of customer equipment.
- Monitoring and controlling the ordering and dispatch of service parts required by engineers to fully maintain customer machines.
- Maximising customer relationships by communicating requirements to management and other company departments.
- Compilation of reports.

Key Skills

- Computer knowledge.
- Customer relations.
- Telephone handling skills.

Internal Contacts

Sales; Administration; Customer Service staff.

External Contacts

Major customers.

Typical Experience

At least 5 years experience. Proven supervisory experience.

Other Comments

POSITION DESCRIPTION

Position Title: Service Work Controller
Position Code: Aon.CSP.35021.2
Career Level: 2

Responsible for

Receives and records customer calls for service, and plans and coordinates the activities of engineers to ensure an efficient and effective response to customer's requirements.

Reports To

Service Control Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring all customer telephone calls are answered in a courteous and professional manner and ensuring the prompt and accurate recording of all customer requests for service.
- Planning and prioritising customer service calls according to specified procedures and directions.
- Maintaining an accurate database of all customer, machine, and engineer information.
- Actively reducing customer requirements for service by implementing call avoidance techniques.
- Planning and coordinating the dispatch of work assignments for Customer Service Engineers to ensure efficient utilisation of engineer time.
- Ensuring adherence to call escalation procedures to maximise customer support.
- Liaising with all relevant departments to ensure the efficient and timely movement of customer equipment.
- Monitoring and controlling the ordering and dispatch of service parts required by engineers to fully maintain customer machines.
- Maximising customer relationships by communicating requirements to management and other company departments.
- Maintaining knowledge and awareness of related software and hardware products.

Key Skills

- Computer knowledge.
- Customer relations and telephone handling skills.
- Technical skills in hardware and software, including downloading drivers.

Internal Contacts

Sales; Administration; Customer Service staff.

External Contacts

Customers.

Typical Experience

At least 2 - 4 years related experience together with formal networking qualifications e.g.: CAN, MSCE and MCP.

Other Comments

Alternative Title: Service Work Dispatcher/Scheduler.

POSITION DESCRIPTION

Position Title: Workshop Supervisor
Position Code: Aon.CSP.35021.3
Career Level: 3

Responsible for

Supervising and coordinating the day-to-day activities of the workshop and workshop employees.

Reports To

State/Regional Service Manager.

Supervises

Workshop technicians

Main Activities

- Organising and coordinating workshop staff.
- Overseeing that workmanship is to a high standard.
- Applying continuous improvement processes and practices to achieve high productivity levels.
- Reviewing timesheets to ensure accuracy for job costing purposes.
- Supporting and encouraging good housekeeping practices in and around the workshop.
- Allocating work, provide for labour, materials and equipment requirements.
- Overseeing and authorising purchasing.
- Acting as an occupational health and safety advocate within the workshop.

Key Skills

- Team leadership skills
- Excellent technical ability.
- Highly organized
- Solid understanding of electronics.
- Strong organising and time management skills.

Internal Contacts

State/Regional Service Manager; Product Specialists; Spare Parts Department; Service Work Controllers; Customer Service Engineers.

External Contacts

Customers.

Typical Experience

More than 8-10 years experience repairing machines, with a electro-mechanical background, coupled with relevant qualifications, managerial training and/or electronic certificate.

Other Comments

POSITION DESCRIPTION

Position Title: Workshop Technician
Position Code: Aon.CSP.35121.2
Career Level: 2

Responsible for

Repairing printers and copiers, refurbishing components and providing spare parts and technical support to team members.

Reports To

Workshop Supervisor or State/Regional Service Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Refurbishing and manufacturing of a range of copier/printer equipment.
- Diagnosing faults and repairing copiers/printers.
- Conducting testing on repaired equipment.
- Stripping and labelling of printers for spare parts use.
- Assisting Customer Service Engineers and customers, providing technical support over the phone.
- Controlling the cost of refurbishment/remanufacturing of machines through the efficient replacement of spare parts.
- Ensuring safe work practices are adhered to, through the maintenance of Workshop areas and tools, observance of QA and OH&S procedures.

Key Skills

- Excellent technical ability.
- Solid understanding of electronics.
- Strong organising and time management skills.

Internal Contacts

Product Specialists; Spare Parts Department; Service Work Controllers; Customer Service Engineers.

External Contacts

Customers.

Typical Experience

At least 3 - 5 years experience repairing machines, with a electro-mechanical background, coupled with relevant qualifications and/or electronic certificate.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Manager
Position Code: Aon.CSP.35001.5
Career Level: 4

Responsible for

The establishment and maintenance of the Call Centre operation including: recruitment of all staff; establishment and monitoring of processes and associated KPIs and the management of the call centre team to ensure efficient service to customers.

Reports To

General Manager, Customer Service or State Manager.

Supervises

Call Centre Team Leaders and Officers.

Main Activities

- Operating and developing the Call Centre and offering service delivery to meet the needs of customers.
- Managing the daily operation of the Call Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them. Seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling sessions for all direct reports.

Key Skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.

Internal Contacts

Senior Management.

External Contacts

Clients.

Typical Experience

Usually at least 10 years of industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Team Leader
Position Code: Aon.CSP.35001.3
Career Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Reports To

Call Centre Manager

Supervises

Call Centre Officers; Helpdesk Operators.

Main Activities

- Ensuring appropriate responses to all customer and Agent requests/queries within timeframes and service levels.
- Dealing with complex telephone and written inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.

Key Skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal Contacts

Service Staff; Sales Staff.

External Contacts

Customers; Dealers.

Typical Experience

A minimum of 5 years of experience in a Customer Service environment.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Officer
Position Code: Aon.CSP.35001.1
Career Level: 1

Responsible for

Answering customer telephone calls and logging calls into the Service Dispatch computer system, to ensure maximum efficiency in respect of addressing customer requests.

Reports To

Call Centre Manager; Call Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring that all calls are answered in a prompt and professional manner.
- Using on-line systems to access data and answer customer queries within pre-determined service times.
- Entering customer requests/queries on-line.
- Documenting and distributing clear, concise and appropriate technical support material to customers as required.
- Liaising with other internal areas to provide answers for customers.
- Escalating more complex customer enquiries to Helpdesk Operators and second level support to Technical Specialists and/or Customer Service Engineers.
- Escalating ongoing technical problems to the Product Specialist and Management.
- Liaising with agents on customer queries and complaints.

Key Skills

- Excellent telephone manner.
- Good numeric and communication (both written and oral) skills.
- Proficient use of PC's and office machinery.
- Good interpersonal and team skills.

Internal Contacts

Sales staff; service staff.

External Contacts

Customers, dealers.

Typical Experience

Previous experience within a customer service environment.

Other Comments

POSITION DESCRIPTION

Position Title: National Technical Manager
Position Code: Aon.CSP.35024.6
Career Level: 6

Responsible for

Implementing and administering a national technical and service support division to enable the entire network to provide quality service to end-users.

Reports To

General Manager.

Supervises

A team of Technical Support staff and/or Service Training staff.

Main Activities

- Managing the allocation of Pre-Sales Software Support staff to ensure the most effective application of their skills and managing the technical aspects of all implementations to ensure the proper allocation of resources.
- Ensuring that the software support group maintains effective communication with sales team and prospects. Maximising information available to the salesperson to aid in the identification of business opportunities and the prospects' understanding of the relevance and utility of the company's products in their environments.
- Managing showroom systems and ensuring availability and adequacy of backups and professional presentations as required by the sales group.
- Managing the department's budget and supervising technical staff
- Developing service system requirements for further needs and to ensure that current systems are effective and efficient.
- Ensuring that all technical information in relation to machine performance is distributed to the branches and assisting other departments with technical issues.
- Managing supply and maintenance of all technical documentation including Service Performance, Staff Allocation and Customer Configurations by site.

Key Skills

- Strong technical background and well developed skills in customer support.
- High level of product knowledge and technical expertise.

Internal Contacts

Sales, Service and Marketing staff; Manufacturing and Supply Managers; Technical Support; Systems and Software Development.

External Contacts

Customers and prospects; distributors; subcontractors; Product/Spare Parts suppliers.

Typical Experience

At least 10 years experience, together with relevant technical qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Technical Training Officer
Position Code: Aon.CSP.35024.3
Career Level: 3

Responsible for

Ensuring all technical training requirements are met for internal support technicians and/or sales dealers and/or customers.

Reports To

National Technical Manager.

Supervises

May have limited supervisory responsibilities.

Main Activities

- Assisting in identifying training deficiencies and implementing effective training programs.
- Liaising with the Marketing department to ensure training is planned for new products.
- Developing Training Packages and conducting relevant training courses.
- Ensuring suitable equipment is available for training courses.
- Ensuring the training report is maintained and distributed to each branch.
- Reviewing course assessments and providing feedback to branches.
- Issuing training certificates.

Key Skills

- Technical background.
- Ability to explain technical concepts to people with a non-technical background.
- Excellent verbal and written communication skills.
- Training experience.

Internal Contacts

Human Resources Department, Customer Support Department, Marketing Department, Technical Product Specialists.

External Contacts**Typical Experience**

At least 4 years experience working with relevant products and relevant training skills experience. May also have a Management Diploma or similar qualification.

Other Comments

Most likely to have extensive personal experience with most types of organisational equipment.

JOB FAMILY: LOGISTICS

StoresAon.LOG.65204.2 [Senior Stores/Warehouse Person](#)Aon.LOG.65004.1 [Stores/Warehouse Person](#)**Warehouse and Distribution**Aon.LOG.65104.5 [Logistics Manager](#)Aon.LOG.65004.4 [Warehouse/Distribution Manager](#)Aon.LOG.65004.3 [Warehouse/Distribution Team Leader](#)Aon.LOG.65002.3 [Inventory Controller](#)**Purchasing/Procurement**Aon.LGL.25012.4 [Purchasing/Procurement Team Leader](#)Aon.LGL.25016.3 [Senior Purchasing/Procurement Officer](#)

POSITION DESCRIPTION

Position Title: Senior Stores/Warehouse Person
Position Code: Aon.LOG.65204.2
Career Level: 2

Responsible for

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

Reports To

Warehouse & Distribution Supervisor.

Supervises

May mentor more junior Stores/Warehouse employees.

Main Activities

- Organising and controlling the day to day workflow - receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Answering customer queries regarding stock location and progress.
- Operating computer system 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

Couriers, Transport Companies, Rail Authorities, Suppliers, Customers.

Typical Experience

At least 1 - 3 years in a warehousing/distribution/logistics environment.

Other Comments

POSITION DESCRIPTION

Position Title: Stores/Warehouse Person
Position Code: Aon.LOG.65004.1
Career Level: 1

Responsible for

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

Reports To

Warehouse & Distribution Supervisor.

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.

Other Comments

POSITION DESCRIPTION

Position Title: Logistics Manager
Position Code: Aon.LOG.65104.5
Career Level: 5

Responsible for

Controlling the receipt, warehousing, transport and distribution of a range of company products and equipment.

Reports To

National Service Operations Manager, Sales and Marketing Executive, Corporate Logistics Manager/Director.

Supervises

A team of warehouse and distribution staff, Repair Centre Engineers.

Main Activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating national logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting on performance.
- Recruiting and training logistics staff.
- Providing third party service.

Key Skills

- Strong analytical and organisational skills.
- Proven abilities in cost centre management, negotiation and industrial relations.

Internal Contacts

Sales and Service Management, Finance and Accounting, Human Resources and Industrial Relations staff.

External Contacts

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

Typical Experience

Formal training and at least 5 - 10 years practical experience in logistics, coupled with tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Warehouse/Distribution Manager
Position Code: Aon.LOG.65004.4
Career Level: 4

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 5 - 7 years in a warehousing/distribution/logistics environment.

Other Comments

POSITION DESCRIPTION

Position Title: Warehouse/Distribution Team Leader
Position Code: Aon.LOG.65004.3
Career Level: 3

Responsible for

Supervising and coordinating the day-to-day activities of Warehouse & Distribution employees.

Reports To

Warehouse & Distribution Manager.

Supervises

Stores & Warehouse employees.

Main Activities

- Determining work requirements and allocating duties to Warehouse employees.
- Conferring with Warehouse Manager to organise effective receipt, storage and dispatch of stock.
- Ensuring customer requirements with respect to delivery, time and quantity are met by directing and controlling the rail and road distribution operations.
- Implementing improvements to warehouse processes and facilities.
- Minimising the cost of transport operation by analysing and implementing procedures that result in optimal fleet utilisation.
- Explaining and enforcing work safety issues to all Warehouse employees.
- Operating a warehouse management system to ensure seamless tracking of stock .
- Assisting, when required, with security responsibilities and/or with garage responsibilities such as truck cleaning and fuel supplies.

Key Skills

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

Internal Contacts

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

External Contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

At least 3 years in a warehousing/distribution/logistics environment.

Other Comments

POSITION DESCRIPTION

Position Title: Inventory Controller
Position Code: Aon.LOG.65002.3
Career Level: 3

Responsible for

The overall management of Stock, Planning Distribution, Storage and Inventory Management ensuring high stock supply and Inventory level.

Reports To

Warehouse & Distribution Supervisor/Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Using sales, manufacturing and field statistics to establish Inventory ranges and requirements.
- Organising the sourcing and ordering of Inventory from internal production, national and/or international suppliers.
- Preparing orders, generating re-orders and requisitions.
- Maintaining accurate records including records of shipments from overseas and verifying shipments.
- Monitoring use-by-stocks and slow moving lines.
- Controlling stock adjustments, transfers and stock takes.
- Ensuring the security of all stock and assets.
- Providing management with regular stock reports and analysis.
- Monitoring the quality and field performance of Inventory items and communicating the need for improvements to Manufacturing or Service executives.
- Reviewing stock policies and procedures regularly and amending to ensure effective stock control.

Key Skills

- Excellent customer service skills.
- Ability to work within a team.
- Ability to work under pressure and meet time constraints.
- Excellent organisational ability.

Internal Contacts

Service Workshops, Distribution Managers, Financial Management, Customer Service, Manufacturing Department.

External Contacts

Major Customers, Agents and Distributors, Major Suppliers, Import Agents.

Typical Experience

1 - 3 years experience in an Inventory Control and Customer Service environment coupled with tertiary level qualifications, degree or diploma from a technical college or similar institution.

Other Comments

POSITION DESCRIPTION

Position Title: Purchasing/Procurement Team Leader
Position Code: Aon.LGL.25012.4
Career Level: 4

Responsible for

Leading a team of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements and delivered within given timeframes.

Reports To

Purchasing/Procurement Manager.

Supervises

Purchasing/Procurement Officers.

Main Activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and coordinating the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Senior Management.
- Participating in developing, piloting, testing and implementing procurement tools.
- Supervising a team of Purchasing/Procurement Officers on a daily basis.

Key Skills

- Specialised knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with leadership skills.
- Communication, change management and customer service skills.

Internal Contacts

All Departments.

External Contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical Experience

At least 5 - 8 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other Comments

Alternate title: Sourcing Team Leader, Buying Team Leader.

POSITION DESCRIPTION

Position Title: Senior Purchasing/Procurement Officer
Position Code: Aon.LGL.25016.3
Career Level: 3

Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

Reports To

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

Key Skills

- Sound knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

Internal Contacts

All Departments.

External Contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical Experience

2 - 5 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other Comments

Alternate title: Senior Sourcing Officer, Senior Buyer.
