

JOB FAMILIES

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POSITION DESCRIPTION

Position Title: National Sales and Marketing Manager
Position Code: 10
Career Level: 7

Responsible for

Setting and negotiating market forecasts, sales forecasts, budgets and objectives at the national level and ensuring they are achieved by the Marketing and Sales teams.

Reports To

Chief Executive.

Supervises

Marketing and Product Managers; Product Promotion staff; National or State Sales Managers; Product Specialists.

Main Activities

- Formulating national sales and marketing policies/strategies for approval by Chief Executive and in order to make major contributions to organisational revenue and profit projections.
- Planning product promotion campaigns and coordinating market research.
- Being responsible for drawing up and working to marketing and sales budgets, and therefore product pricing.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Monitoring sales and expense performance and initiating corrective action where necessary.
- Reporting actual performance to budget, including 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

- Professional marketing skills.
- Detailed knowledge of technological developments and trends.
- Strong motivational and persuasive skills.
- Good planning and administrative ability.
- Negotiation skills.

Internal Contacts

Sales and Marketing Executives and Specialists; State or Branch Managers; Finance and Accounting; Systems and Software Development.

External Contacts

Major Customers; Advertising Agents; Suppliers; Federal and State Government Officials; Promotional Agencies.

Typical Experience

Tertiary level qualifications with at least 12 years of Marketing and Sales experience. May have tertiary qualifications in Technical/Business areas.

Other Comments

Alternative Titles: Divisional Manager - Sales and Marketing; Sales and Marketing Director.

POSITION DESCRIPTION

Position Title: National Sales Manager
Position Code: 15
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

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

This role is primarily managerial requiring a sound sales background.

POSITION DESCRIPTION

Position Title: National Marketing Manager
Position Code: 16
Career Level: 7

Responsible for

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

Reports To

Sales and Marketing Director, General Manager, Divisional Manager or Chief Executive.

Supervises

A specialist marketing team including Marketing Managers, Market Associates, and Product Promotions staff.

Main Activities

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

Key Skills

- Professional marketing skills are required, in combination with a detailed knowledge of technological developments and trends.
- 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 Secretary/Legal Officer; Systems and Software Development.

External Contacts

Advertising Agencies; the media; (Market Research Firms); (Public Relations Firms); Federal and State Government Officials.

Typical Experience

Tertiary qualifications, with at least 10 - 12 years in marketing and product management experience in a technical/business area.

Other Comments

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

POSITION DESCRIPTION

Position Title: National Channel Manager
Position Code: 17
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

National Sales Manager or General Manager.

Supervises

State/Business Unit 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: 18
Career Level: 5

Responsible for

The provision of overall direction across state management, sales and marketing, and service to 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 fulfill 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: 19
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.

POSITION DESCRIPTION

Position Title: State Manager
Position Code: 20
Career Level: 5

Responsible for

Controlling the sales and administrative activities of the State to achieve revenue and expense targets.

Reports To

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

Supervises

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

Main Activities

- Managing and undertaking a variety of divergent functional activities of the State office to ensure its efficient and effective operation.
- Undertaking the business administration function for the State office, managing and supervising staff, compiling reports for senior management on the State office's performance against revenue and expense targets.
- 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 State office.
- Recruiting and training staff.
- Monitoring and reporting on competitors' sales and product strategies.

Key Skills

- Knowledge of the product and the local market.
- Strong personal sales abilities and proven skills in leading and motivating a Sales and Administration Team.
- Effective administrative skills, together with good analytical and reporting abilities.

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: State Sales Manager
Position Code: 30
Career Level: 6

Responsible for

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

Reports To

National/General Sales Manager, State Manager, or Channel Manager. May also include Pre-Sales Support Specialist/Consultant staff.

Supervises

A team of 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 state.
- Controlling the distribution of products within a state.
- Recruiting and training Sales staff.
- Monitoring and reporting on competitors' sales and product strategies in the state.

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 of 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.

POSITION DESCRIPTION

Position Title: District/Sales Manager
Position Code: 40
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: Dealer Account Manager
Position Code: 50
Career Level: 5

Responsible for

Controlling the sales activities of the company through a Dealer network, revenue expense and targets.

Reports To

State Sales Manager, State Manager, National Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Managing the channel by working closely with Dealers and encouraging and motivating Dealers to sell, to ensure the sale of company products within sales quota and price guidelines.
- Controlling and motivating a Sales team to meet sales targets of products sold through a Dealer/Distributor network.
- Servicing key accounts and negotiating deals within Dealer policy guidelines.
- Ensuring sound product knowledge of Dealer staff; assisting in selection of Dealers, assisting in product training, demonstrating product upgrades and assisting in major sales demonstrations.
- Making a substantial input to forecasting and setting sales and expense budgets for the Dealer network.
- Recruiting and training Sales staff.
- Monitoring and reporting on competitors' sales and product strategies.

Key Skills

- Knowledge of the product and the local market.
- Strong interpersonal abilities and proven skills in leading and motivating both a direct and indirect Sales team.
- Sound administrative skills, together with good analytical and reporting abilities.

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

People in this role typically spend as much time on the road as in office bound administration and management. Dealer Account Manager may also be distinguished by land/geographic area and channel area often may be out of metro area.

POSITION DESCRIPTION

Position Title: National Account Manager
Position Code: 60
Career Level: 4

Responsible for

Controlling activities within a few major longer term customer accounts nationally to achieve revenue targets and predetermined customer service standards. Working strategically with a few current clients to obtain orders for expansion and enhancement of existing systems and equipment.

Reports To

Regional, Branch or State Sales Manager.

Supervises

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

Main Activities

- Developing and enhancing relationships over time with major clients, and assisting those major clients 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 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.
- May have specialist business knowledge or a technical background.

Internal Contacts

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

External Contacts

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

Typical Experience

A seasoned sales professional with a record of achievement in the office equipment industry. At least 5-7 years of sales experience.

Other Comments

People in this role may be specialists in a particular field such as office automation.

POSITION DESCRIPTION

Position Title: Government Account Manager
Position Code: 70
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: 75
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.

POSITION DESCRIPTION

Position Title: Major Account Manager
Position Code: 82
Career Level: 4

Responsible for

Achieving sales targets for a range of office equipment and consumables through both non-listed accounts and major current clients by obtaining orders for expansion and enhancement of existing systems/equipment sales.

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 and arranging and conducting demonstrations of products.
- Achieving company margin objective on sales.
- Generating new contracts and competitor machine sites leading to new business.
- Contributing to market awareness of company and its products.

Key Skills

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

External Contacts

Customers at all levels; Representatives of interrelated 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.

POSITION DESCRIPTION

Position Title: Sales Representative/Account Manager
Position Code: 80
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: Pre-Sales Systems Consultant
Position Code: 225
Career Level: 3

Responsible for

Providing technical information and support during the Marketing, Pre-sales processes to ensure efficient delivery and integration of equipment to customers, their services may be chargeable.

Reports To

Systems Manager or Product 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 of 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.
- Providing support for the installation, testing and maintenance of systems and software.
- Managing problem reports and developing appropriate internal communications.

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.

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.

POSITION DESCRIPTION

Position Title: Post-Sales Systems Consultant
Position Code: 226
Career Level: 3

Responsible for

Ensuring customer satisfaction through the delivery of high quality post-sales technical support and trouble-shooting.

Reports To

State/Regional Service Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Installing products at customer sites and providing on-site technical assistance as required.
- Assisting with on the job training and development for technical consultants.
- Creating new courses in order to meet specific needs for both technical consultants and customers.
- Keeping management aware of potential areas for product, services and education sales.
- Being continually aware of new products and releases through regular updates with the Product Manager.
- Ensuring field service technical manuals are kept up to date.
- 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.

Key Skills

- Fluency in the basic technologies underlying the Business Equipment Industry.
- Good communication skills.
- Analytical and diagnostic skills.
- Customer service orientation.
- System installation and support experience.
- Sound understanding of all products and technologies of the organisation,

Internal Contacts

Sales and Marketing departments; Technical Product Specialists; Helpdesk.

External Contacts

Customers.

Typical Experience

At least 5 years of Systems engineering experience with relevant products. Tertiary qualifications in the IT/Electrical Engineering/Commerce and/or formal networking qualifications

POSITION DESCRIPTION

Position Title: Marketing Coordinator
Position Code: 90
Career Level: 2

Responsible for

Assisting Marketing and Product Managers with formal planning, research, analysis and performance reporting.

Reports To

National Sales and Marketing Manager and National Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing/maintaining price lists.
- Assisting in preparation of tenders.
- Performing report monitoring (Sales force).
- Administering the competition/incentive program.

Key Skills

- Financial literacy.
- Computer literacy.
- Basic understanding of marketing concepts.

Internal Contacts

Marketing group; Accounts (for commissions); Sales force.

External Contacts

Agencies; Publishers; Media; Government Officials.

Typical Experience

Typically a graduate of Accounting/Commerce/Marketing with some work experience.

Other Comments

Key support role in the Marketing group.

POSITION DESCRIPTION

Position Title: Sales Coordinator
Position Code: 92
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.

POSITION DESCRIPTION

Position Title: Telemarketing Supervisor/Team Leader (Inbound and/or Outbound)
Position Code: 95
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/Teleseller (Outbound)
Position Code: 100
Career Level: 2

Responsible for

Selling a range of primarily consumable company products through telephone contact.

Reports To

State Manager, Telemarketing Manager/Supervisor.

Supervises

No supervisory responsibilities.

Main Activities

- Canvassing and selling products/services over the telephone.
- Supporting Field Sales Consultants and in turn receiving backup support from those in the field.
- Generating sales and taking up orders.
- Completing weekly sales reports.
- Maintaining sales inventory.

Key Skills

- A very strong telephone manner, with proven sales ability.
- Good product knowledge.

Internal Contacts

Field Sales staff; Sales Order Clerk; Credit Control Department; Stores and Dispatch.

External Contacts

A wide range of customers, new and current.

Typical Experience

At least 2 years of related experience.

POSITION DESCRIPTION

Position Title: Sales Administrator/Internal Sales Representative
Position Code: 105
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.

POSITION DESCRIPTION

Position Title: Product Manager
Position Code: 150
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.

POSITION DESCRIPTION

Position Title: Marketing Communications Manager
Position Code: 170
Career Level: 5

Responsible for

Documenting, implementing, and monitoring the company's communication strategy, both internally and to the marketplace.

Reports To

Business Unit Director; National Marketing Manager.

Supervises

Marketing Officers

Main Activities

- Planning, coordinating, and supervising the publicity supporting the launch of products in each state.
- Planning and coordinating national exhibitions.
- Overseeing the design, production and supply of a complete range of brochures.
- Creating, producing, planning and placement of the advertising program.
- Producing internal employee communications on a regular basis, such as a company newsletter and information bulletins.
- Identifying and projecting the organisation's image, most often through the various channels of mass media.

Key Skills

- Good oral and written communication skills.
- Adaptability.
- Ability to liaise at all levels inside and outside the company.

Internal Contacts

Marketing department personnel; State Managers; Sales people.

External Contacts

The Media, Advertising and PR Agencies.

Typical Experience

At least 2 years' experience in a Marketing environment. May have degree in Marketing.

JOB SECTION: SERVICE

Management:

- 200 [National Service Manager](#)
- 210 [State/Regional Service Manager](#)
- 220 [Area/Field Service Supervisor](#)

Customer Support:

- 235 [Senior Customer Service Engineer](#)
- 233 [Specialist Customer Service Engineer \(Colour/ High Volume\)](#)
- 230 [Customer Service Engineer](#)
- 240 [Customer Support Representative](#)
- 245 [Helpdesk Operator](#)
- 250 [Technical Product Specialist](#)

Service:

- 255 [Service Control Team Leader](#)
- 260 [Service Work Controller](#)
- 265 [Workshop Supervisor](#)
- 264 [Workshop Technician](#)

Call Centre:

- 262 [Call Centre Manager](#)
- 261 [Call Centre Team Leader](#)
- 263 [Call Centre Officer](#)

Technical Support:

- 305 [National Technical Manager](#)
- 307 [Technical Key Operator Trainer](#)
- 310 [Technical Training Officer](#)

POSITION DESCRIPTION

Position Title: National Service Manager
Position Code: 200
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.

POSITION DESCRIPTION

Position Title: State/Regional Service Manager
Position Code: 210
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: 220
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.

POSITION DESCRIPTION

Position Title: Senior Customer Service Engineer
Position Code: 235
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.

POSITION DESCRIPTION

Position Title: Specialist Customer Service Engineer (Colour/ High Volume)
Position Code: 233
Career Level: 2

Responsible for

Carrying out corrective service and preventative maintenance on color 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.

POSITION DESCRIPTION

Position Title: Customer Service Engineer
Position Code: 230
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.

POSITION DESCRIPTION

Position Title: Customer Support Representative
Position Code: 240
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: Helpdesk Operator
Position Code: 245
Career Level: 2

Responsible for

Providing prompt and efficient first level customer service over the telephone. Responding to customer enquiries, trouble-shooting technical issues and recommending corrective action.

Reports To

Call Centre Manager; Call Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Providing first level technical support to users of Business Equipment.
- Resolving client problems through trouble shooting and recommending corrective action over the phone in an effective and timely manner.
- Logging calls using the organisation's software.
- Monitoring incoming support emails and responding to client requests promptly.
- Escalating more complex customer enquiries and second level support to Technical Specialists and/or Customer Service Engineers.
- Escalating ongoing technical problems to the Product Specialist and Management.
- Liaising with Service Work Controllers and Customer Service Engineers regarding the progress of their action on assigned problems.
- Keeping Management aware of potential areas for product enhancement and educational requirements.

Key Skills

- Excellent software knowledge related to printers/copiers, networking issues and Microsoft office products.
- Strong customer service skills.
- Strong oral communication skills.
- Strong analytical and problem solving skills.
- Strong organising and time management skills.
- Able to respond to negative customer responses in a positive fashion.
- Proactive and able to work with minimal supervision.
- Able to work in a team environment.

Internal Contacts

Helpdesk and Call Centre Staff; Service Work Controllers; Product Specialists; Customer Service Engineers; Sales & Marketing.

External Contacts

Customers at all levels, suppliers, dealers.

Typical Experience

At least 1 - 2 years experience in a customer service/helpdesk role, together with technical qualifications.

POSITION DESCRIPTION

Position Title: Technical Product Specialist
Position Code: 250
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.

POSITION DESCRIPTION

Position Title: Service Control Team Leader
Position Code: 255
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.

POSITION DESCRIPTION

Position Title: Service Work Controller
Position Code: 260
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: 265
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.

POSITION DESCRIPTION

Position Title: Workshop Technician
Position Code: 264
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.

POSITION DESCRIPTION

Position Title: Call Centre Manager
Position Code: 262
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

National Service Manager.

Supervises

Call Centre Team Leader/s; Call Centre Officers; Helpdesk Operators.

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 company-established service delivery standards are met and maintained.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Actively supporting company policy and best practice in the area of security, with particular emphasis on protection of sensitive customer information.
- Analysing and managing processes and procedures - highlighting problem areas and identifying improvement actions with team members.
- Driving improvement projects to improve performance against targets.
- People management activities for the Call Centre team - 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 communications skills.
- Planning and organisational skills.

Internal Contacts

Service staff; sales staff.

External Contacts

Customers. Dealers.

Typical Experience

At least 7 - 10 years of related industry experience.

POSITION DESCRIPTION

Position Title: Call Centre Team Leader
Position Code: 261
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.

POSITION DESCRIPTION

Position Title: Call Centre Officer
Position Code: 263
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.

POSITION DESCRIPTION

Position Title: National Technical Manager
Position Code: 305
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.

POSITION DESCRIPTION

Position Title: Technical Key Operator Trainer
Position Code: 307
Career Level: 5

Responsible for

Training of clients on the use and low level maintenance of technical software and hardware. This role would focus on high volume or colour machines.

Reports To

National Technical Manager

Supervises

May mentor Technical Training Officers

Main Activities

- Conducting classroom or on-site training of clients to ensure that the client has a high level of understanding to operate hardware
- Ensuring customer satisfaction through the correct use of their machines as well as resolving minor technical issues
- Conducting training of internal clients such as pre sales consultants to ensure organisation wide knowledge of new technology and ensure standardised communication of specifications
- Assisting the National Technical Manager with the training of all technical staff
- Assisting in the launch of new product preparations.
- Maintaining the training calendar to meet company and client needs

Key Skills

- High level of interpersonal skills.
- High level of technical knowledge.
- Expert knowledge of Adobe Graphics Arts applications and variable data applications
- Excellent oral and written communication skills.
- Strong knowledge of competitor products and solutions.

Internal Contacts

Sales staff and technical support staff

External Contacts

Clients

Typical Experience

Relevant university degree preferred, 3-5 years commercial experience in Printing, and Networking.

POSITION DESCRIPTION

Position Title: Technical Training Officer
Position Code: 310
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 SECTION: LOGISTICS

Stores:

8116 [Senior Storeperson/Leading Hand](#)

8117 [Storeperson](#)

Warehouse and Distribution:

275 [National Logistics Manager](#)

8100 [Warehouse & Distribution Manager](#)

8105 [Warehouse & Distribution Supervisor](#)

325 [Inventory Controller](#)

POSITION DESCRIPTION

Position Title: Senior Storeperson/Leading Hand
Position Code: 8116
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.

POSITION DESCRIPTION

Position Title: Storeperson
Position Code: 8117
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.

POSITION DESCRIPTION

Position Title: National Logistics Manager
Position Code: 275
Career Level: 6

Responsible for

Looking after warehousing, distribution, and logistics nationally (i.e. operations covering at least 2 states).

Reports To

National Operations Manager or General Manager; Chief Executive; National Logistics Director.

Supervises

Warehouse and Distribution staff around the country.

Main Activities

- Controlling the efficiency of warehousing and distribution operations across a national network.
- Controlling expenditure within an approved budget.
- Negotiating to minimise industrial disputes.
- Administering policy and reviewing practices to prevent loss/damage of stock or assets.
- Ensuring proper compliance with statutory regulations.
- Analysing requirements, and preparing medium and long term distribution operations.
- May have equivalent maintenance and warehouse security responsibilities.

Key Skills

- Strong organisational 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

State or Divisional Managers; Industrial Relations Manager; DP Manager; Transport Manager; Warehouse and Distribution Managers; Purchasing and Supply Manager.

External Contacts

Major customers; Federal and State government officials; union officials; transport and other contractors.

Typical Experience

8 - 12 years, with a broad experience in the industry. Preferably a university degree or equivalent level of tertiary education.

POSITION DESCRIPTION

Position Title: Warehouse & Distribution Manager
Position Code: 8100
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.

POSITION DESCRIPTION

Position Title: Warehouse & Distribution Supervisor
Position Code: 8105
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.

POSITION DESCRIPTION

Position Title: Inventory Controller
Position Code: 325
Career Level: 3

Responsible for

Coordinating inventory control operations of business equipment through monitoring stock and/or assisting with purchasing function.

Reports To

Principal executive of manufacturing, sales or service

Supervises

No supervisory responsibilities

Main Activities

- Using sales, manufacturing and field statistics to establish inventory ranges and requirements.
- May organise the sourcing and ordering of inventory from internal production, national and/or international suppliers.
- Planning distribution, storage and inventory management.
- Monitoring the quality and field performance of inventory items and communicating the need for improvements to manufacturing or service executives.
- Ensuring the security of all stock, assets and preparing orders.
- Monitoring and documenting stock levels and stock transfers.
- Providing assistance where necessary in the purchasing and receiving of orders.
- Liaising with Marketing and Service departments to demand forecasts.
- Ordering products based on inventory requirements to minimise stock shortages.
- Maintaining sound relationships with major customers.

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

Technical services diploma from a technical college or familiar institution 3 - 5 years in customer service
