

## Job Description

<b>TITLE:</b>	Area Manager
<b>CLASSIFICATION:</b>	Full Time
<b>DIVISION:</b>	Smartstone Australia
<b>REPORTS TO:</b>	State Sales Manager
<b>LOCATION:</b>	Queensland

### PURPOSE OF ROLE

To maximise the sales of Smartstone product through the effective management of a portfolio of stonemasons, retail kitchen showrooms and builder clients within a designated territory, and in accordance with agreed sales/business plans.

### KEY RESPONSIBILITIES

1	Business development of existing and new customers to achieve and exceed state sales targets and increase Smartstone market share.
2	Maintain relationships with existing clients by offering superior customer service and proactive account management. This requires adapting to the requirements of each market segment to uncover the relevant opportunities, identify the decision makers or those who influence the selection process.
3	Conduct effective client meetings and product presentations to ensure customers have a thorough understanding of the Smartstone product range and uncover all possible opportunities for specification.
4	Identify and develop new business accounts across all market segments as per agreed call targets.
5	Effectively manage merchandise, sampling, product updates and respond to ongoing requests for sampling within your territory.
6	Ensure effective administration functions through the completion of sales reports, sales forecasting, management of client base in CRM system, project tracking, stock/colour forecasting, achievement of sales budget, client records & activity, business wins and losses, in the timeframe required.
7	Attend team sales meetings and proactively contribute to the progress of all market segments within your territory including new business, tendering projects, new specifications, swapped specifications, builders, kitchen retailers etc.
8	Develop and implement strategies for your territory to achieve sales budgets and gross profit targets. This includes client pricing within the agreed pricing parameters.
9	Manage and participate at relevant marketing events in order to promote Smartstone Australia products and generate new leads.
10	Monitor competitor movement and establish strategies so that any objections can be met with positive solutions.
11	Negotiate supply agreements with new and existing customers including stonemasons, project home builders.
12	Contribute to the overall culture of HVG by understanding and behaving in line with the company culture and values statements.

13	Ensure the health and safety of all staff, contractors, customers etc through adherence to all WHS practices, policies and processes.
14	Assist in other duties as needed and directed.

#### MANAGERIAL & SUPERVISORY RESPONSIBILITIES

EXPERIENCE	QUALIFICATIONS
<p>Experience within a customer service/relationship management role</p> <p>Experience within presenting one on one and groups</p> <p>Technical/ product experience in Engineered Stone or similar</p> <p>Strong experience using Microsoft Office products</p> <p>Experience using Greentree products</p>	<p>Completed Year 12 studies</p> <p>Tertiary studies is an advantage</p>

SKILLS	BEHAVIOUR CRITERIA
<p>Excellent customer service skills, being proactive and exceeding customer expectations.</p> <p>Ability to build relationships internally and externally</p> <p>Ability to execute and achieve results</p> <p>High level of organisational skills and attention to detail</p> <p>Ability to negotiate and manage conflict effectively</p>	<p>Self-starter</p> <p>Reliable and trustworthy</p> <p>Flexible and adaptable</p> <p>Accepts responsibility and ownership</p> <p>Be able to present and communicate professionally both written and orally</p>

#### EXPECTED OUTCOMES & KEY MEASURABLES

1	Achievement of monthly sales targets including gross profit target, revenue target and sales volume target.
2	Achievement of monthly new business targets.
3	Prepare a business/sales plan which is accountable and measureable - to be reviewed quarterly.
4	Appointment call cycle.
5	Weekly/monthly reporting.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.