Sales and Development Manager - Insights

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| Responsible to: | General Manager – Revenue and Administration |
| Direct Reports: | 4 |
| Indirect Reports: | Nil  |
| Financial & Budgetary Delegations: | TBC |
| Location: | Wellington |
| Date last updated: | April 2021 |

# Background

Arthur D. Riley & Co Ltd is involved in the import, export and sale of metering and high voltage equipment. The ADR Group of Company’s provides meter reading services, leak detection services, meter standards testing. The Company is involved in hardware and software design for high voltage equipment, hand-held computers for parking and metering utility services.

# Purpose of Position

You are expected to carry out your assigned tasks in timely, co-operative and efficient manner and with a high degree of accuracy and attention to detail.

The main function of this role is to ensure that effect management and development of ADRInsights (metering and handheld) sales and the goods supplied to our customers are the most appropriate, provide the appropriate sales support to ensure our customers get the right product on time and to ensure that our products meet the engineering specifications and expectations of our customers.

# Key Tasks & Outcomes

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| **Position Specific:** | * Promote and develop the companies’ portfolio of ADRInsights products to commercial and engineering decision makers within Electrical Engineering Consultant Groups, Electrical Utilities, Electrical contractors and Original Equipment Manufacturers, as well as focus on the development of the ADRInsights customer base.
* Increased sales revenue for the ADRInsights portfolio, by actively pursuing existing and emerging markets.
* Quality Leader ship and Technical Support Services to ADRInsights group employees and clients. Be open-minded to innovation that assists sales.
* Effectively manage the introduction of new products and concepts
* Project Management as required.
* To develop new markets and maintain existing customer relationships.
* To attend conferences and represent the ADR Group.
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| **Organisation Contribution** | * Contribute to and follow health, safety and environment policies and procedures, including accurate reporting.
* Contribute to and follow Arthur D. Riley & Co strategic plans, policies, projects, initiatives and strategies.
* Participate in performance development and assessment processes.
* Ensure proper care and use of plant, vehicles and equipment.
* Undertake any other relevant duties, as requested by the Manager.
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| **Health, Safety, Environment and Quality** *Provide support to the company that contributes towards a culture of health, safety, environment and quality.* | * Ensure health, safety, environment and quality is incorporated in all aspects of work undertaken by Arthur D. Riley & Co Ltd to ensure that our people come first.
* Becomes familiar, and comply, with all health, safety, environment and quality policies and procedures.
* All policies and procedures are complied with.
* All legislative requirements in respect of health, safety, environment and quality are complied with.
* Actively participates in identifying, assessing and communicating risks and opportunities for Arthur D. Riley & Co. Ltd operations.
* Positively contribute to the Company’s health, safety, environment and quality culture through active support and adherence to internal policies and procedures.
* Act as a role model for health, safety, environment and quality practices and policies.
* Ensure necessary training is completed and competency levels reached for all direct reports.
* Report all incidents and near misses and assist with incident investigation as required.
* Take an active role in communicating good practices to all direct reports.
* Have regular team meetings (a minimum of 4 per annum) that cover health, safety, environment and quality aspects. A copy of the notes of these meetings to be held on file.
* Know what to do in the event of an emergency.
* Work safely and take responsibility for keeping self and colleagues free from harm.
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| **Leadership & Management** | * To effectively empower, manage and coach direct reports.
* To gain a good understanding of human resources principles and how it impacts on relations with staff.
* Ensuring all employees are inducted as per Company policy.
* To obtain the advice of the Human Resources Advisor as required.
* To empower staff to create their own training and development plans annually.
* To establish regular opportunities for conversations with employees.
* To conduct a minimum of annual performance reviews for each direct report.
* To make recommendations to the Managing Director on remuneration reviews.
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| **Financial** | * To ensure that budgets are maintained and administered
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| **Other duties** | Any other duties that are required from time to time by the manager. |

# Relationships:

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| --- | --- | --- |
| Internal |  | ALL ADR staff. |
| External |  | Suppliers, Customers, Consultants, Industry Specialists |

# Qualifications, Experience & Knowledge

* Computer knowledge to support competency with field engineering products, and modern commercial practices.
* A good working knowledge of cloud hosted solutions and SaaS platforms.
* A good working knowledge of SQL databases
* Knowledge of Metering, Metering systems, Smart Devices and their various systems including cloud hosted systems.
* Knowledge of Monitoring, data logging and current communications methodologies,
* Current Electrical compliance issues, applicable resource and local government legislation.
* Experience with software and hardware interfacing protocols.
* Ability to discuss ADRInsights (Handheld and Metering) products at a high technical level and also provide training and assist with commissioning of all products
* 5 years sales management experience,
* Ability to work independently,
* Ability to travel in New Zealand and Overseas
* Able to pass a criminal and credit check.
* A clean drivers licence.

If you have any questions in regard to the tasks or duties contained in the job description for the role of **Sales and Development Manager- Insights** please refer them to the **General Manager – Revenue and Administration**

# Key Competencies

These personal abilities and characteristics are required to be consistently displayed in order to be effective in the role; they describe the behaviours needed in the job:

* Deals effectively with customers by displaying a professional, courteous, and empathetic approach.
* Consistently presents well in different social settings, such as to public, clients and to staff – **“Is the public face of the organisation.”**
* Asks for and gains commitment for sales, demonstrating a focus on **‘Closing the deal’**.
* Continuously looks for better ways to meet or exceed customer expectations and anticipates issues the customers will face in the future.
* Seeks feedback on the quality of service to customers and takes action to improve services by liaises with other areas of the Company to ensure a seamless customer service.
* Builds and maintains appropriate productive working relationships with clients and staff.
* Maintains an effective and extensive network of technical and professional contacts to keep abreast of latest ideas.
* Follows established organisational policies and procedures.
* Demonstrates good problem solving skills.
* Demonstrates good time management and prioritising skills.
* Demonstrates good listening and communication skills.
* Takes accountability for work done.
* Demonstrates a good focus on health and safety.

# Agreement

I have been given the opportunity to read, understand and discuss the position with my manager and I accept the position as outlined in this position description.

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| Employee | Name | Sign | Date |
| Manager | Name | Sign | Date |

Note:

From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes will be done through consultation between the manager and the employee.