

SELBORNE BIOLOGICAL SERVICES (AUSTRALIA) PTY. LTD

POSITION DESCRIPTION

JOB TITLE: SALES PROFESSIONAL

REVIEW:	EFFECTIVE:
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Department	Administration / Sales
Reports To	Operations Manager (Australia) / Managing Director

Principal Function(s)

- Assist in the coordination of customer sales orders through to production and final delivery.
- Promote/sell/secure orders from existing and prospective customers through a relationship-based approach.
- General Leadership

Main Duties & Responsibilities

- Coordination of Customer Sales Orders through to Production and Final Delivery
 - Coordinates sales with customer, sales employees, management, production, accounting, logistics and technical service groups.
 - Maintain the company's open order book.
 - Create a schedule relating to priority from understanding our customers, requirements, production capabilities and expectations
 - Assist the production manager in preparing production schedules by advising when customers expect samples and product to be delivered to them
 - Assist logistics department by advising what product is to be shipped, to whom and when.
 - Relay production and shipping schedules back to other sales team members so they can update customers as and when required.
 - Follow up on the process all the way through, from customer order, production, shipments to the UK office and customer delivery.
 - Maintain customer sales information.
 - Prepare monthly sales report for distribution to the sales team and group management.
- Sales Representative for the Australasian Region and Global requirements
 - Collating all information from customers, emails and existing data to build a central information platform. Essentially a Sales bible/manual with all customer history, contacts, products, requirements, volumes, packaging, testing, shipment, quotes, sales etc.
 - Establishes, develops and maintains business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organization's products/services.
 - Create own Sales data spread sheets from the information.
 - Makes telephone calls, emails, video calls and in-person visits and presentations to existing and prospective customers.
 - Potential to travel three to four times per year as required.
 - Research sources for developing prospective customers and for information to determine their potential.
 - Develop clear and effective written proposals/quotations for current and prospective

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- customers.
- Expedite the resolution of customer problems and complaints, with care.
- Analyse the territory/market’s potential and determines the value of existing and prospective customers value to the organization.
- Supplies management with oral and written reports on customer needs, problems, interests, competitor activities, and potential for new products and services.
- Keeps abreast of product applications, technical services, market conditions, competitor activities, advertising and promotional trends

- Coordinate and supply Contract Manufacturing Orders (CMO’s) information and requirements.
- Production Planning within the company and liaising relevant information and updates to customers.
- Delivering products in full on time metrics, collate, monitor and report to management.
- Know the global export markets, including but not limited to Asia, Europe and USA.
- Planning and Development of new and existing requirements.
- Develop, maintain and update company product and marketing information including but not limited to brochures, information packs, website information and presentations.
- Obtain new customers and relationships, along with dealing with new enquiries.
- Introduction, development and maintaining customer relationships.
- Strategic Sales Plan and set standards, targets and KPI’s for sales to achieve.
- Ability to work in with Sales, Production, Finance and Logistics.

- General Leadership
 - Display high levels of initiative and responsibility.
 - Be willing to assemble and lead teams as required to work on special projects or solve problems.
 - Develop team capability through fostering a collaborative working environment, sharing of knowledge and providing opportunities for learning and development.
 - Sound management skills.
 - Maintain professional standards of the highest level at all times and contribute to enhancing the quality of service and products provided by the wider Selborne team.
 - Contribute actively to the continuous improvement of Selborne’s services, systems and resources.
 - Support the goals of the organisation and the leadership team.
 - Influence and assist in the development of the safety culture of the organisation.
 - Influence and assist in the development of a ‘can do’ culture within the organisation.
 - Influence and develop a customer-oriented culture within the organisation.

Training, Experience and/or Qualifications

- 3+ years’ experience in a relevant role including highly skilled in Sales and Marketing and or Food Manufacturing or Processing Plant.

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- Desirable qualifications include
 - Bachelor degree in Biochemistry or Microbiology or similar
 - Appropriate qualifications related to Food Manufacturing and Processing
- Knowledge of project management principles and practices
- Information technology skills

Skills & Abilities

- Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably; is easy to approach and talk to; puts others at ease; is a good listener; is sensitive and patient
- Excellent communication skills and possess excellent literacy and numeracy abilities
- Must be able to use Microsoft Excel at an advanced level
- Demonstrable critical thinking and problem-solving abilities
- Must possess excellent planning and organization skills
- Ability to work individually with limited supervision or as a member of a team
- Must be adaptable and have a high stress tolerance
- Must have excellent conflict resolution skills
- Must be Cooperative and willing to help others
- Demonstrate a willingness and capacity to understand the basic principles of the Code of Good Manufacturing Practice (cGMP)
- Willingness to follow company policies/guidelines and instructions, particularly those set out in SBS Standard Operating Procedures
- Willingness and ability to travel where requested and with the scheduled dates by the company

Physical Requirements

- Pass a medical when required, including drug and alcohol testing.
- Able to travel domestic and international, with no restrictions.
- Current Drivers Licence.
- Current eligible Passport.

Additional Requirements

- Current drivers licence.
- This role may also involve working outside of normal hours and occasional weekend work.
- This role may require travel three to four times per year and or up to three months per year, this will be at the company discretion, requirements and you must be able to adhere to travel requests and the requirements.

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