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**POSITION DESCRIPTION**

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**Name:** TBC

**Job title:** Learning Consultant, VET (NSW)

**Date:** January 2017

**Department:** Sales, Higher Education Division

**Reports to:** Sales Manager, VET

**Basic purpose:**

The Learning Consultant, VET is responsible for selling and promoting Cengage products to all key accounts within a designated Vocational Education and Training / RTO territory in New South Wales.

The Learning Consultant is also required to ensure that editorial, marketing and sales information is utilised in the appropriate manner to generate and increase revenue.

**Principal accountabilities:**

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| **Key Outcome and Area** | **% of Total Job** | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Selling activities and new opportunities | 60% | * Identify all new opportunities and service existing accounts in Vocational Education and Training and RTO market in NSW using Cengage products. These accounts will be identified through the Customer Relationship Management System (Magellan) and data warehouse, in conjunction with sales and marketing.
* Make regular contact, mainly face to face calling, with every key Vocational Education and Training / RTO account/customer in your designated territory to promote Cengage products as effectively as possible and ensure all sales opportunities are maximised.
* Utilise technology and multimedia as part of the sales process. This includes using Microsoft Word, Excel, PowerPoint, Outlook, Customer Relationship Management System (Magellan), Data Warehouse, websites and other Cengage technologies developed for use with specific products.
* Effectively manage customer relationships and expectations with all key accounts.
* Plan and make an average of 10 face to face calls per day within your designated territory.
* Work towards and achieve set sales targets.
* Actively pursuing cost saving measures.
* Effective management of expenses.
* Keep expenses within budget constraints.
* Any other duties as required by the Sales Manager, VET.
 | * Excellent communication and presentation skills
* Product and market knowledge
* Excellent understanding of the sales process
* Sound understanding of the Vocational Education and Training / RTO market and the adoption process
* Good interpersonal skills and the ability to build relationships
* Proven problem solving skills with keen attention to detail and follow through
* Ability and drive to work towards and meet deadlines and targets
* Excellent telephone manner
* Skilled use of Microsoft Office applications, including Word, Excel, and Outlook
* Ability to conduct WebEx and phone product training sessions
* Strong organisational and time management skills
* Ability to work independently and as part of a team
* Business acumen
* Ability to build rapport
* Ability to listen and anticipate customer’s needs
* Establish and maintain effective relationships with internal and external customers
 | * Actively contributes towards revenue generation, revenue growth and cost control
* Revenue growth
* New business
* Contribution to key sales results
* Customer-first focus
* Meeting deadlines
* Enjoy communicating and problem-solving
* Approachability
* Proactive working relationships
* Embraces Cengage core values and competencies
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| Sales and marketing strategic activities | 10% | * Liaise with Product Manager and use the eCampaign software provided to create your own email campaigns to customers.
* Develop product knowledge of Cengage texts and resources by actively attending sales conferences, and by utilising the sales tools distributed by the division (including catalogues, sales sheets, websites etc).
* Attend academic conferences and displays and represent the company in a professional manner.
 | * Strategic thinker with the ability to create new ideas
* Product and market knowledge
 | * Customer feedback
* Friendly, proactive communication
* Approachability
* Conference attendance and active participation
* Utilisation of all resources available
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| Administrative duties | 5% | * Manage territory effectively through the use of the Magellan and data warehouse.
* Regularly maintain territory records, keep track of all sales, and ensure records are coded correctly.
* Submit monthly expenses in a timely manner including American Express invoices.
 | * Excellent administration and organisational skills
* Excellent written and verbal communication skills
* Effective time management skills
* Highly developed computer skills
* Meticulous attention to detail
 | * Up to date territory records
* Accurate and up to date information in Magellan
* Conscientiousness, persistence and reliability in record maintenance and communication
* Adherence to policy and procedures
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| Reporting | 5% | * Produce a fortnightly sales report and other management reports when requested.
 | * Ability to work towards and meet deadlines
* Meticulous attention to detail
 | * Meeting deadlines
* Quality and timeliness of reports generated
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| Continuous Improvement  | 10% | * Support Continual Improvement processes throughout the entire project including supporting Project Managers with the audit process when required.
* Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures.
* Keep abreast with the continual change in technology developments and share knowledge with manager and team.
* Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues.
 | * Problem-solving abilities with keen attention to detail and follow through
* A willingness to support and help others
 | * Continuous improvement and improved efficiency
* Self initiated training and development of knowledge
* Demonstrated initiative for issue resolution and new ideas to add value to users
* Participation and contribution of processes improvement projects
* A positive attitude to problem-solving
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| Workplace Health and Safety | 10% | * Be aware of duty of care and act in a safe manner.
* Ensure all company WH&S policies and procedures are adhered to.
* Be familiar with property security, first aid and fire emergency procedures.
* Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury.
* Participate in WH&S investigations when required.
 | * Ability to follow policies and procedures
* Ability to use initiative and take responsibility
* WH&S aware
* Analytical and problem-solving abilities
 | * Adherence to WH&S policies and procedures
* Increased WH&S awareness
* A positive attitude to WH&S
* Reduction of number of WH&S incidents
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**Direct reports:** Nil

**Main contacts:**

Internal: Sales Manager, VET, National Sales Manager – HE and VET, Vice President - HE, Marketing Manager, product managers, National Enterprise Solutions Manager, learning consultants, Sales and Systems Manager; digital solutions specialists; Custom and Special Projects Manager, Sales Coordinator, Marketing Assistant, publishing editors, Editorial, Customer Service

External: TAFE/RTO lecturers, TAFE/RTO booksellers, authors

**Education / Qualifications / Experience:**

Tertiary qualification preferred

Previous sales experience preferred

Current driver’s licence

Police Check

**Core Cengage Competencies:**

* Speed: Proactively gets things done quickly, with a high quality of work. Overcomes barriers and continually finds ways to be more efficient.
* Focus: Identifies core business problems and opportunities; seeks and proposes solutions while avoiding distractions. Persists through achieving deliverables.
* Collaboration: Committed to helping others be successful; partners with key organizational stakeholders, individuals and teams outside own functional area to promote business alignment.