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**POSITION DESCRIPTION**

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**Name:**

**Job title:** Sales Coordinator, International (Part Time)

**Date:** October 2016

**Department:** International Division

**Reports to:** General Manager, International

**Basic purpose:**

The Sales Coordinator will assist the General Manager, International, in managing the customer service, sales, marketing, and administrative functions for all Cengage Learning Australia’s international business.

**Principal accountabilities:**

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| **Key Outcome and Area** | **% of Total Job** | **Objectives and Tasks** | **Core Competencies** | **Standards** |
| Providing Customer Service to internal and external customers | 45%  | * Confirm and process export orders.
* Update key customer ‘orders in progress’ reports.
* Liaison with Customer Service to manage export orders from processing through to delivery, via Cengage Learning warehouse stock.
* Be responsible for School cash sales and freight (i.e. customer service for non-account sales), including issuing pro-forma invoices and tracking the order through completion in Customer Service and Credit.
* Anticipate customers’ needs, manage enquiries and solve problems.
* Maintain a high level of product knowledge to understand customers’ needs and respond to enquiries appropriately.
* Evaluate, review and analyse problems when they arise and determine an appropriate outcome in a timely manner.
* Recognise every opportunity with a customer is an opportunity for sales growth.
* Any other duties as required by the General Manager, International.
 | * Excellent written and verbal communication skills
* Excellent administration and organisational skills
* Effective time management skills
* Proven problem solving skills, meticulous attention to detail and follow through
* Fast and accurate keyboard skills
* Organised and task-orientated
* Ability to work towards and meet deadlines
* Skilled and systematic use of Microsoft Office applications, including Word, Excel, Outlook and data base management
* Ability to prioritise tasks
* Ability to follow policies and procedures
* Ability to listen and anticipate customer’s needs
 | * Orders processed accurately and in a timely manner
* Orders delivered on time
* Effective working relationship with Customer Service and Operations
* Orders easily tracked
* Cash sales and freight prepared and delivered to customer
* Enjoy communicating and problem-solving
* Meeting deadlines
* Embraces Cengage Learning core values and competencies
* Adherence to policies and procedures
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| Sales and Marketing support | 20% | * Assist the General Manager, International, in all sales, marketing, administrative and publishing functions as required.
* Send product samples and promotional material to key customers when required.
* Maintain and update the Export Procedures Manual and all sales history documentation.
* Prepare all samples and marketing materials for international business meetings and conferences and ensure timely delivery.
* Build an international customer database for use as a sales and marketing tool. Responsible for data entry and maintenance (i.e. Magellan).
* Assist the New Zealand Primary Sales Manager with administrative tasks as required.
 | * Excellent written and verbal communication skills
* Product knowledge
* Proven problem solving skills with keen attention to detail and follow through
* Ability to build rapport
* Effective time management skills
* Meticulous attention to detail
* Organised and task-orientated
* Excellent administration skills
* Establish and maintain effective relationships with internal customers
* Strong organisational and time management skills
* A willingness to help others
* Ability to work independently and as part of a team
 | * Actively contribute towards revenue generation, revenue growth and cost control
* Contribution to key sales results
* Bottom line focused
* Customer-first focus
* Product samples distributed accordingly
* Product knowledge
* Up to date manuals and documentation
* Conscientiousness, persistence and reliability in record maintenance and communication
* Meeting deadlines
* Accuracy
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| Production and publishing | 10%% | * Liaison with reprint and Primary production controllers to manage export orders through to delivery via the reprint process, i.e. direct from the printer.
* Assist with export publishing projects where required.
 | * Ability to multi-task and efficient time management skills
* Establish and maintain effective relationships with internal customers
* Analytical and problem-solving abilities with keen attention to detail and follow through
 | * Effective working relationship with Production
* Export orders delivered on time
* Stock availability
* Projects delivered on time
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| Reporting | 5% | * Prepare key export reports as required.
 | * Ability to work towards and meet deadlines
* Meticulous attention to detail
* Analytical and problem-solving abilities with keen attention to detail and follow through
 | * Accurate record keeping and reporting
* Accurate reports generated and distributed in a timely manner
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| Continuous Improvement  | 10% | * Supports Continual Improvement processes throughout the entire project including supporting Project Managers during the audit process.
* 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: General Manager, International, reprint and Primary production controllers, Export editorial staff, Primary sales, marketing and publishing staff, Operations and Accounts Receivable / Finance.

External: Export customers (key – Cengage Learning Asia, Nelson Education, Houghton Mifflin Harcourt, Heinemann, Scholastic Education, Folens, Cheneliere Education, Cengage Learning EMEA), non-account customers, potential new customers, designated freight forwarders.

**Education / Qualifications / Experience:**

This position requires a person with strong attention to detail, excellent organisational skills and a customer service focus. Experience in publishing and/or export is an advantage but is not essential. Experience in customer service is an advantage.

**Cengage Core 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 organisational stakeholders, individuals and teams outside own functional area to promote business alignment.