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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 |
| 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 |
| 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 |
| 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 |
| 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 |

**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.