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**POSITION DESCRIPTION**

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**Name:** TBC

**Job title:** Internal Learning Consultant, VET (School) (6-month contract)

(based in Brisbane)

**Date:** August 2016

**Department:** Sales, Higher Education Division

**Reports to:** Sales Manager – VET

**Basic purpose:**

The Internal Learning Consultant is responsible for selling and promoting Cengage Learning product to all key accounts in secondary schools throughout Australia that offer vocational training.

This role 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 secondary schools that use Cengage Learning vocational products. These accounts will be identified through the Customer Relationship Management System (Magellan) and data warehouse, in conjunction with sales and marketing and close consultation with School education consultants.
* Regularly contact key accounts/customers throughout Australia to promote Cengage Learning vocational products as effectively as possible and ensure all sales opportunities are maximised.
* Actively source new business through websites, etc. to develop further sales and marketing opportunities in conjunction with the sales and marketing departments.
* Effectively manage customer relationships and expectations with all key accounts.
* Utilise technology and multimedia as part of the sales process. This includes using Microsoft Office, Customer Relationship Management System (Magellan), Data Warehouse, websites and other Cengage Learning technologies developed for use with specific products.
* Work towards and achieve set sales targets.
* Actively pursue cost saving measures.
* Effective management of expenses.
* Keep expenses within budget constraints.
 | * Excellent communication and presentation skills
* Product and market knowledge
* Excellent understanding of the sales process
* Sound understanding of the Vocational training and school markets 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, CRMS and other platforms
* 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 Learning core values and competencies
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| Sales and Marketing Strategic Activities | 10% | * Develop product knowledge of Cengage Learning texts and resources by actively attending sales conferences, and by utilising the sales tools distributed by the division (including catalogues, sales sheets, websites etc.).
* If required, 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
* Customer feedback
* Friendly, proactive communication
* Approachability
* Conference attendance
* Utilisation of all resources available
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| Administrative duties and reporting | 5% | * Manage your 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.
* Produce a fortnightly sales report and other management reports when requested.
* Submit monthly expenses in a timely manner.
* Any other duties as required by the Sales Manager VET.
 | * Excellent administration and organisational skills
* Excellent written and verbal communication skills
* Effective time management skills
* Highly developed computer skills
* Meticulous attention to detail
* Ability to work towards and meet deadlines
 | * 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
* Quality and timeliness of reports generated
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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: Sales Manager, VET, National Sales Manager, Vice President, Higher Education, Head of Marketing, HE Marketing, HE learning consultants, School education consultants, Sales and Systems Manager, Digital Solutions Specialist, Sales Coordinator, publishing editors, Customer Service

External: Secondary schools vocational teachers, and booksellers

**Education / Qualifications / Experience:**

Tertiary qualification preferred

Previous sales experience preferred

Current Driver’s license

Police Check

**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.