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**POSITION DESCRIPTION**

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**Name:**

**Job title:** Education Consultant, Secondary - NSW

**Date:** August 2019

**Department:** Secondary Sales – School Division

**Reports to:** Senior Education Consultant, Secondary (NSW)

**Basic purpose:**

The Education Consultant, Secondary will sell and promote the Nelson Cengage Secondary school portfolio to booksellers, schools and teachers within the designated territory.

The Education Consultant, Secondary will promote Nelson Cengage frontlist and backlist titles to the Secondary education market and will also be responsible to achieve overall revenue plan for this product list.

**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% | * Liaise with the Senior Education Consultantand the National Sales Manager set key objectives and strategy plans in accordance with the basic function of the sales year. * Regional travel is required, as discussed and planned with the Senior Education Consultant and the National Sales Manager. * Actively source new business to develop further sales and marketing opportunities in conjunction with the sales and marketing departments. * Use effective selling techniques when promoting our print and digital resources. Most importantly, to close the business. * Present our products to NSW school faculties encompassing use of Nelson Netbook and digital technologies. * Utilise technology and multimedia as part of the sales process. This includes using Microsoft Word, Excel, PowerPoint, Outlook, Customer Relationship Management System (Magellan), websites and other Cengage technologies developed for use with specific products. * Be the central point of contact (by telephone and email) from which schools and booksellers in the region can place orders and make inquiries. * Effectively manage customer relationships and expectations with all key accounts, teachers, bookshop managers and text buyers responding to all customer requests in a timely manner. * Encourage and assist key booksellers in the Secondary education market to carry and promote the Nelson Cengage and other subject titles as directed by the Senior Education Consultant, and the National Sales Manager. * Maintain regular and close contact with curriculum committee officers, subject association officers, advisory teachers, consultants and other key personnel. * After consultation with the Senior Education Consultant and the National Sales Manager co-operate to identify any areas of difficulty that might hinder the achievement of the overall revenue plan. * Perform any such related tasks as may reasonably be required to help achieve overall revenue plan for the Nelson Cengage range of products. * Conduct telemarketing to potential customers as directed by the Senior Education Consultant, and the National Sales Manager. * Plan and make an average of 12 appointments per week with staff in Secondary schools within your territory, as agreed with the Senior Education Consultant and the National Sales Manager. * Work towards and achieve set sales targets. * Any other duties as required by the Senior Education Consultant and / or National Sales Manager. | * Excellent understanding of the sales process * General understanding of the Education and Publishing markets * Ability to listen, anticipate and respond to customer needs creating a superior customer experience and customer delight * Excellent communication and presentation skills * Product and market knowledge * Ability to manage a demanding workload by prioritising urgent tasks while keeping all other aspects of the job under control * Excellent interpersonal skills and the ability to build relationships, maintaining effective relationships with internal and external customers * Excellent telephone manner with the ability to conduct WebEx / Zoom meetings andproduct training sessions * Strong organisational and time management skills * Ability to work independently and as part of a team * Business acumen * The ability to prioritise and excellent negotiation skills * An understanding of diversity and the ability to relate to others * A transformative thinker comfortable with selling and presenting digital products and solutions that set Nelson Cengage apart | * Actively contribute towards revenue generation, revenue growth and cost control * Revenue growth –development of existing business * New business * Contribution to key sales results * Customer-first focus, putting learning first * Meet deadlines * Approachability * Develop positive relationships with customers and key stakeholders * Embraces Cengage core values, ethos and credo * Setting the bar higher to achieve the best possible outcome * Shows mutual respect for others and acknowledges diverse thoughts and backgrounds * Ability to build rapport and mutual respect * Friendly, transparent, and proactive communication * A positive attitude to problem-solving, questioning the status quo and willingness to take calculated risks * High level of technology skills * Actively uses networks to promote Cengage strategically in the industry and market |
| Sales and marketing strategic activities | 10% | * Inform and assist the Publishing Editor/s about possible manuscript acquisition, potential authors and publishing opportunities. * Advise the Marketing Manager on specific needs to assist promotion of titles. * Initially report on suitability of the Nelson Cengage titles for the NSW market, as well as trends and changes and then any other subject titles as directed by the Senior Education Consultant, and the National Sales Manager. * Arrange for Nelson Cengage titles and other subject titles to be displayed and promoted at relevant subject conferences, in-services and speciality displays. | * Strategic thinker with the ability to create new ideas and develop initiatives that address growth opportunities * Product and market knowledge * The ability to identify trends and anticipate market changes | * Customer feedback, putting learning first * Friendly, transparent, and proactive communication * Approachability * Conference attendance and participation * Utilisation of all resources available * Collaboration, sharing ideas and learning in a team environment, challenging ourselves and others |
| Professional Development | 5% | * Liaise with the Senior Education Consultant, and the National Sales Manager and Senior Education Consultant – Technical Support to assist with the organising of professional development workshops across Australia for our new Australia Curriculum core series as required. | * Strong organisational and time management skills * Product knowledge * Obtains, shares, interprets and applies information useful for business performance | * Organisation of professional development workshops * Increased attendances to workshops * Shares ideas and learning in a team environment, challenges ourselves and others |
| Administrative duties and reporting | 5% | * Process any orders to customer service. * Maintain accurate and up-to-date records of all sales and inspection copy requests, as well as follow-up inquiries on all subject titles. * Manage your territory effectively through the use of Magellan, by adding opportunities and sales activities against your customer. * Report weekly on all sales activities and opportunities in Magellan. * Regularly maintain territory records, keep track of all sales, and ensure records are added correctly. * Actively pursue cost saving measures. * Effective management of expenses and keep within budget constraints. * Effective management of allocated complimentary resources provided to customers. | * Excellent administration and organisational skills * Excellent written and verbal communication skills * Effective time management skills * Highly developed computer skills * Proven problem-solving skills with keen attention to detail and follow through * Ability to work towards and meet deadlines * Ability to take direction and work autonomously to achieve results | * 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 * Meet deadlines * Quality and timeliness of reports generated * Cost control and expense management |
| 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 * Ability to use initiative and take responsibility | * 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, questioning the status quo and willingness to take calculated risks |
| 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: Senior Education Consultant, Secondary (NSW), National Sales Manager, Secondary, sales and marketing staff, Customer Service, publishers

External: Teachers, booksellers, curriculum and professional development advisers

**Education / Qualifications / Experience:**

Tertiary qualification preferred

Previous successful sales or teaching experience preferred

Full driver’s license

Working with Children Check / Police Check (relevant to your state)

**Our Ethos:**

* Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers
* Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious
* Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable
* Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.
* Be Candid: We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.