

**JOB DESCRIPTION**

**Position:** Territory Development Manager – Whangarei

**Reporting Line:** Sales Manager

**Salary:** $80,000 - $90,000 per annum (based off experience)

**Incentive:** Please refer to the Company Discretionary Incentive Scheme

**Tools:**

* Vehicle(A fully maintained company vehicle will be provided)
* Mobile phone
* Laptop

**Hours:** 8am to 5.30pm, Monday to Friday

**Position Summary:** The Territory Development Manager is charged with supporting both the Sales and Operations functions of our Northland business. key accountabilities are achieving budgeted sales targets by procuring new business from new and existing customers while managing existing customers in the specified territory (4 days a week) along with providing administrative and operational support to our Northland operation (1 day a week)

**Duties and Responsibilities:**

* Credit Processing for customers
* Transport and operations team administration coordination – Sick Leave, Holidays etc.
* Support Drivers when they return from their day of deliveries including, coordinating credits, returns & damages.
* Utilising Salesforce CRM to create cases for further investigation.
* Manifesting of orders for transport team
* Assist Operations team with warehouse tasks where required
* Personally contact potential and existing customers by cold calling, generating sales leads, responding to sales inquiries to secure new and increased business accounts to meet established sales targets.
* Account Management of existing customers within the territory
* Achieve maximum sales, growth and account conversion within the assigned territory.
* Complete and submit sales reports as required via Salesforce.
* Act as a liaison with customer service to direct inquiries regarding admin and operational or any other problems that may arise.
* Being up-to-date with any information concerning products, fluctuations in competitors and market performance.
* Displaying an attitude and behaviour reflecting **“Think Customer”** at all times.
* Prepare and present territory reviews, pipeline and forecasted sales to target.
* Maintain pipeline and manage customer contacts, data quality within Salesforce for your territory.
* Prepare, implement and execute Strategic Account Plans at both Account and Group Level and update on a Monthly and Quarterly basis.
* Promote and engage Gilmours and Foodstuffs NI solutions across the entire territory.
* Responding and assisting the Sales Manager and Store Manager in responding to RFP’s on going to achieve the annual sales targets.
* Monitor all accounts within your territory at Account and Group Level and report Quarter on Quarter and Year on Year sales results.
* Build and Maintain account Relationships and customer satisfaction.
* Produce Territory Reviews and Pipeline Reports as set by the Sales Manager.
* Professionally handle incoming requests from customers and ensure that issues

are resolved both promptly and thoroughly.

* Troubleshoot customer issues over the phone.
* Use CRM (Salesforce) and Operating (SAP) information systems to analyse the customer’s situation.
* Maintain a balance between company policy and customer benefits in decision

making. Handles issues in the best interest of both customer and company.

* Continuously evaluate and identify opportunities to drive process improvements

that positively impacts the customer’s experience.

* Responsible for compiling and generating reports as they relate to customer

Services and operations.

**Qualification:**

* Proven ability to develop new accounts and new business opportunities.
* Minimum 2 – 4 years of proven, successful experience in FMCG, Food Service Sales Territory Management.
* Highly developed communication, presentation and interpersonal skills.
* Excellent command of the English Language.
* Ability to multi-task and work in a fast paced team environment.
* Positive and Professional attitude under pressure.
* Ability to actively listen, empathise and present to potential and current customers
* Self-motivated, with high energy and an engaging level of enthusiasm.
* Commitment to delivering and continuously improving excellence in customer service.
* Comfort and ability to meet with potential customers while developing and presenting sales presentations.
* Highly organised
* Ambitious and can see a pathway with Gilmours / Foodstuffs
* Alignment with values – “In it together”, “think customer”, “above the line” (be accountable) and “be courageous”.
* Familiar with food service – previous experience as an operator or supplier rep would be advantageous

**Technical Competencies**

* Ability to Manage a Territory in all aspects whether strategic, portfolio, Account and New Business.
* Intermediate Level (Level 3) in Salesforce (CRM) or an equivalent CRM.
* Intermediate Level (Level 3) in SAP or an equivalent Operating System.
* Pipeline Management.
* Advanced Level (Level 4) in Microsoft Office, i.e. Powerpoint and Excel.

**Travel Requirements**

* Territory as assigned.
* Travel as required within your assigned territory.
* Attendance at Industry related trade shows.