

POSITION DESCRIPTION

Position Title:	Account Manager – BOP and Waikato
Position Code:	WTSM30
Employee Name:	
Business Unit:	Woodproducts
Site:	Auckland
Reports to:	Regional Sales Manager - Northern
Date:	March 2025

Position Summary

- To maintain and develop sales and related activities within a defined regional customer base
- To maintain sales to an existing customer base. Develop new business opportunities and manage any Woodproducts related activity within a defined regional area

Dimensions

- Number of people reporting to you: 0
- Total number of employees supervised: 0
- Sales revenue: \$50M approx.

Organisational Relationship



Major Activities	
Key Task:	TO SELL AND SERVICE LINES WITH ALL PRODUCTS FROM THE COMPANY'S PRODUCT RANGE
Objectives:	<ul style="list-style-type: none"> • To meet or better sales targets and maintain market share • To provide exceptional customer service to meet and exceed customer needs and expectations • Attend in a timely manner to any product enquires from customers
Means:	<ul style="list-style-type: none"> • Scheduled formal customer visits and efficient monitoring of all orders and enquires to ensure prompt service • Attend to customer generated product enquiries and issues in a timely manner.
Key Task	FORECAST FORWARD PRODUCT REQUIREMENTS FOR THE CUSTOMER BASE
Objectives:	<ul style="list-style-type: none"> • Gather information on future product requirements and present it to production planning department
Means:	<ul style="list-style-type: none"> • Regular liaison with customers and understanding of customers business requirements
Key Task:	DEVELOP NEW BUSINESS OPPORTUNITIES
Objectives:	<ul style="list-style-type: none"> • To secure new customer outlets or new commercial opportunities
Means:	<ul style="list-style-type: none"> • Regular in-market follow up and presentation of business proposals as appropriate

Key Task:	MARKET INTELLIGENCE
Objectives:	<ul style="list-style-type: none"> • Gather market information on trends, pricing, supply and competitor activity
Means:	<ul style="list-style-type: none"> • Observation and customer liaison during field coverage
Key Task:	MANAGE DEBTORS LEDGER
Objectives:	<ul style="list-style-type: none"> • To ensure all debts are paid within our terms and conditions of sale
Means:	<ul style="list-style-type: none"> • Liaise with customers and company credit control department
Key Task:	INTER-COMPANY LIAISON AND REPORTING
Objectives:	<ul style="list-style-type: none"> • Provide clear communication and information inter-company
Means:	<ul style="list-style-type: none"> • Communicate regularly with Regional Sales Manager and other Account Managers and Business Development Managers • Attend all sales meetings and training sessions • Provide weekly sales reporting in full and on time • Provide monthly travel and expense forms and reports in full and on time
Key Task:	HEALTH and SAFETY
Objectives:	<ul style="list-style-type: none"> • Ensure that operations are carried out in accordance with legal, Site and Corporate H&S guidelines • Show personal responsibility in safety by following safety standards at all times
Means:	<ul style="list-style-type: none"> • Monitor the physical environment to ensure that all safety procedures (hazard identification & control, audits, reporting) and rules are followed • Participate in safety meetings • Report on safety issues & performance in a timely manner, and propose solutions • Work co-operatively with the team and EHSR representative • Wear safety equipment as and when required

Decision Making Authority	
Decision Expected	Recommendations Expected
Prioritising customer allocation of scarce products	Internal and distribution systems
Credits and complaints	New Customers
Forecasting levels	Pricing (within established boundaries) Market trends Promotional activities
Working Relationships	
MOST FREQUENT CONTACTS:	NATURE OR PURPOSE OF CONTACT
Customers	Sales and service
Customer's customers	Develop sales, product enquiries
Regional Sales Manager	Direction, coaching, mentoring quoting, pricing and advice
Customer Services Representatives	Order placement, Order tracking and Order management. Pricing and credit management
Product Managers and Technical ACM's	In market support, literature, training
Market Support Team	Market intelligence and promotions
Education, Training and Experience Requirements	
FORMAL QUALIFICATIONS:	
Essential:	<ul style="list-style-type: none"> • Bursary or qualifications of the equivalent
Desirable:	<ul style="list-style-type: none"> • Tertiary education in one or more of the following areas: Marketing, Management, Design / Drafting
KNOWLEDGE, SKILLS AND EXPERIENCE:	
Essential:	<ul style="list-style-type: none"> • Product knowledge, sales, providing customers service and administration skills • Microsoft Office Suite, Excel, SAP, Business Central
Desirable:	<ul style="list-style-type: none"> • Training in negotiation and marketing • Experience in the building industry, preferably in the sales field, building knowledge would be an advantage • Strong verbal and written communication skills