

Position Classification: Operational - Sales / Experienced

Responsible for: Managing the integrity and accuracy of National Sales Customers business data information entered and contained in the company's various corporate systems. Providing time-based, efficient, and accurate data/reporting for access and supply to the company's key internal and external links. Providing National Account sales performance and profitability analysis to assist in strategic planning.

Leadership/Business influence: National Sales Team supervision, working collaboratively & regular engagement with cross functional teams in a cooperative manner.

Reports to: National Sales Operations Manager, National Business Manager

Supervises: N/A

Internal contacts: Sales Operations Manager, Information Technology Team, Pricing Team, Accounts Receivable, National Business Managers, Planning Team

External contacts: National Business Clients and their category teams

Main Functions and Activities

Systems Proficiency, Support and Data Management

- Develop a sound working knowledge and understanding of the company's data management and business intelligence systems
- Provide professional support and advice to internal stakeholders

Data Management

- Collect, collate, input, merge, integrate and align all external National Business sales data into DBW database/s and repositories
- Merge direct sales data to external data where required to support reporting requirements
- Maintain and update National customer master file
- Ensure overall integrity of sales and customer data
- Identify inactive & inconsistent data and communicate to stakeholders

Pricing & Deals

- Maintain and update National Account Procurement Platforms master pricing file
- Prepare, update and communicate new pricing file for National Accounts to all internal stakeholders

Sales Analysis, Liaison and Reporting

- Analyse sales, costs, profitability performance and market trends within categories and sub-categories.
- Identify opportunities and provide recommendations to the National Accounts Team on sales strategies.
- Extract, manipulate, and report data as requested by the National and State Sales Management team/s.
- Produce ad-hoc reports from corporate systems as required.
- Review and assess reporting requirements/suites in accordance with business requirements.
- Attend and contribute to relevant internal sales meetings as required.

General Administrative & National Account Support

- Provide input and administrative assistance in the preparation of range reviews, submissions & daily imperatives.
- Monitor, maintain and update databases relating to customer specific expenses, promotional results, pricing & sales reports.
- Attend to day to day business requirements of National account customers, as required during leave periods.
- Prepare and communicate new product development submissions for National Clients
- Assist in coordinating price related submissions
- Undertake other ad hoc duties as requested by the Sales Operations Manager

Essential Capabilities and Experience:

- Proven experience as a Sales Administrator/Sales Support Agent
- Hands on experience with ERP/CRM Corporate systems
- Highly proficient in spreadsheeting
- Excellent communication skills - verbal, written and interpersonal
- Excellent organisational and multitasking skills
- Ability to work under tight deadlines
- Investigative, analytical, and troubleshooting skills
- Attentive and supportive in dealing with internal stakeholder requests

Incumbent Name: _____

Signature: _____

Date: _____

Managers Name: _____

Signature: _____

Date: _____