

**REMONDIS Australia Pty Ltd**

**POSITION DETAILS**

Title: Area Sales Manager	Location:
Department: Sales	Manager:
Date Prepared: May 2020	Direct Reports: Nil

**POSITION SUMMARY**

Reporting to the State Sales Manager, the Area Sales Manager is responsible for the sale of waste management solutions in a defined sales territory. This is achieved through managing existing accounts and developing new accounts, building customer rapport and generating customer loyalty. The position is critical to achieving market share and revenue targets for REMONDIS. The role also entails identifying prospects, converting leads, upselling and cross selling. The role must also maintain strong links with the Operational personnel required for service delivery and customer satisfaction.

**RELATIONSHIPS**

**Key Internal Relationships**

- Sales Managers
- Sales team members
- Inside Sales Officers
- Branch Manager
- Customer Service and Administration personnel

**Key External Relationships**

- Existing and potential customers
- Preferred suppliers
- Business partners

**PRIMARY PURPOSE**

- Develop profitable new business opportunities to achieve budgetary and business plan objectives;
- Maintain existing client base through direct contact with client representatives;
- Maintain customer loyalty through sales call planning to enable service agreement renewals;
- Contribute to a Zero Harm safety culture through hazard identification at REMONDIS and customer sites;
- Seek and investigate opportunities to extend and expand REMONDIS services through existing client base;
- Provide professional customer service and ensure all administrative duties are conducted effectively, efficiently and by due date;
- Develop and implement systems and procedures to respond to sales leads and opportunities supplied by the business;
- Maintain customer relationship management records as required;

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- Provide commercial and industrial waste removal and management solutions to best meet customer needs
- Regularly liaise and work with Operations on customer service issues and service requirement deadlines to achieve optimal customer service outcomes;
- Report on; sales activity, customer and competitor activity, safety and site access issues, KPI's and other requirements as requested.

### SCOPE & AUTHORITIES

#### Responsibilities and Delegations:

##### People

- Safety awareness
- Positive culture
- Site Risk Assessments

##### Financial

- Budgets and KPI's
- Contract knowledge
- Sales Reporting
- Service Agreements
- Account Set Up and Terminations
- REMONDIS Terms & Conditions

##### Technical

- Industry knowledge
- Equipment specs
- Operational knowledge

### KEY RESULT AREAS

#### Position Duties:

##### HSEQ

- Achieve a Zero TRIFR target;
- Comply with applicable health, safety and environmental laws, regulations and statutory obligations at all times;
- Identify and report all potentially hazardous situations in a timely manner. Take corrective action on all hazardous situations;
- Act in safe manner at all times;
- Operate REMONDIS vehicles in a safe manner, respecting the road rules, speed limits and mobile phone usage laws;
- Maintain a clean, safe, and healthy work environment (including company vehicle);
- Wear appropriate PPE;
- Provide feedback on problems and / or areas for improvement;
- Ensure 100% completion rate of Site Assessments (new and existing) prior to service delivery.

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**Sales**

- Develop effective customer relationships and harvest future opportunity through strategic call planning and thorough use of CRM;
- Progress sales pipeline opportunities using the sales funnel management process;
- Reduce customer attrition by proactively defending REMONDIS service agreements through rapid action and authorised competitive pricing;
- Grow existing customer revenues through consultative selling by understanding their changing requirements, communicating our capabilities and positioning REMONDIS as their first choice in waste management solutions;
- Achieve sales targets and KPI's as specified;
- Assist with tender submissions and proposals as required;
- Gather and report information on competitor's services.

**Effective Stakeholder Relationships**

- Engage the relevant departments for support where required; Legal, Credit, Marketing;
- Develop and maintain constructive and effective working relationships with branch operational personnel;
- Proactively share both positive and negative experiences with Sales and Operational teams for continuous improvement.

**Teamwork**

- Exhibit REMONDIS values and behaviours at all times;
- Collaborate to achieve positive and profitable customer outcomes;
- Create a participative team environment;
- Participate in work based team activities;
- Participate at internal and external meetings and training seminars.

**Communication**

- Communicate openly, honestly and constructively at all times;
- Ensure that colleagues understand sales team objectives, and critical customer requirements;
- Advocate and champion REMONDIS customers.

**Ethics**

- Conduct business in a professional and ethical manner;
- Comply with all applicable laws, regulations, statutory obligations and REMONDIS policies;
- Act honestly and with integrity at all times;
- Respect the values and diversity of others;
- Accept responsibility and be accountable for actions;
- Avoid situations resulting in a conflict of interest, bribery or the use of inducements to secure business;
- Comply with applicable Government legislation.

**Innovation**

- Strive to continually improve individual and organisational performance
- Suggest and support continuous improvement initiatives to improve customer and business outcomes

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**OPERATING ENVIRONMENT**

- Interaction with internal and external customers.
- Work to deadlines
- Manage work life balance e.g. Manage work hours (flexibility required in hours of work) & manage travel
- Manage diversity – work / people

**CAPABILITY PROFILE**

**Formal Education**

- Higher School Certificate
- Sales or business management related tertiary study preferable

**Work Experience**

- 3+ years sales or account management experience

**Skills/Knowledge/Abilities**

- Industry knowledge
- Commercial management
- Excellent verbal and written communication skills
- Negotiation and Influence
- Presentation skills
- High level problem solving
- CRM
- Account management
- Excellent organisational skills
- IT Literacy

**Key Competencies**

- Flexibility and Adaptability
- Communication and interpersonal skills
- Initiative and Innovation
- Strong Teamwork and collaboration
- Time Management
- Planning and Organising
- Attention to detail
- Critical thinking and decision making
- Emotional intelligence

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**HEALTH AND SAFETY, ENVIRONMENT, QUALITY STATEMENT**

REMONDIS recognises its moral and legal obligations to provide a safe and healthy work environment for all employees, subcontractors and visitors at all their sites. To honour these commitments all policies, practices, procedures, equipment and machinery shall be in accordance with HSEQ Act in each State.

Each Manager and Supervisor is accountable to implement this Policy in their area of responsibility. This will be measured by HSEQ audits. Managers/Supervisors are responsible:

- To participate in the formation, introduction, revision and implementation of HSEQ policies, procedures and rules;
- To provide information, training and supervision to ensure safety;
- To provide a safe and healthy work environment; and
- To provide resources to meet the Health and Safety commitment.

When I act in my manager/ supervisor role, I am authorised to:

- assess employee/contractor safe work practices;
- inspect workplaces and plant for their compliance to HSEQ requirements;
- instruct employees/contractors in safe work practices, including insisting on attending training or workshops, etc.;
- delegate resources for the provision of training, information or equipment for employees/contractors to work safely;
- instruct employees/contractors to comply with REMONDIS policies & procedures as well as external requirements;
- apply disciplinary procedures to enforce safe work practices;
- remove unsafe plant from service; and
- Make purchasing decisions for plant and substances to eliminate or reduce risk.

Employees are required to follow all health and safety procedures and to report any hazards or unsafe work practices or procedures to Managers/Supervisors. This Policy is applicable to REMONDIS Pty Ltd in all its Australian operations including where employees are required to work offsite. REMONDIS is committed to consultation between Management and Employees. The employer will consult with any health and safety representative on any proposed changes to policies, practices, procedures, rules and regulations.

When I act in my employee/ worker role, I am authorized to:

- raise any concerns for hazardous work to supervisor/leading hand/my health & safety representative
- request access to any policy/procedure/safe work instructions
- request for election of health and safety representative
- ask the person conducting the business or undertaking to facilitate the conduct of an election for one or more health and safety representatives to represent workers who carry out work for the business or undertaking

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**EQUAL EMPLOYMENT OPPORTUNITY, ANTI DISCRIMINATION STATEMENT**

EEO is Equal Employment Opportunity. It is about making sure that everyone has an equal chance to try for promotions, transfers and other job benefits. It means that the best person can be chosen for the job for fair reasons. It means everyone gets a “fair go” at work. EEO is especially about making sure that there is no illegal discrimination or harassment in the workplace. It may also involve taking appropriate action to make sure that employees within special employee groups, especially women, are treated fairly

REMONDIS’ EEO policy seeks to:

- keep the workplace free from illegal discrimination and any form of harassment;
- make management and staff more aware of EEO; and
- Ensure that there is fairness for everyone in recruitment, promotions, transfers, training & development and other employee assistance programs.

**CONFIDENTIALITY AND PRIVACY**

The Employee acknowledges that REMONDIS has successfully carried out business for a period of time and has built up substantial and valuable goodwill, trade secrets and confidential information during such period. The development of such goodwill, trade secrets and confidential information has required expenditure of considerable time, effort and money and substantial investment in research and development by REMONDIS and the parties agree that in such circumstances it is fair and reasonable to enter into obligations to protect the existing business and goodwill of REMONDIS and its trade secrets and confidential information.

The Employee understands and acknowledges, that in the course of performing duties for REMONDIS the employee will be exposed to, or will create, have access to and acquire knowledge of information and materials sensitive to REMONDIS’ business and administration of its employees and capital and in respect of which the Employee agrees to certain obligations, to protect that information.

<b>AUTHORISATION</b>		
Direct Manager:		
Signature:		Date
Employee:		
Signature:		Date