

JOB DESCRIPTION

ASSL Maternity Leave Cover

General Information	
Job title:	Assistant SME State Sales Leader
Purpose:	<p>The role of the Assistant State Sales Leader is to lead from the front delivering Corporate Traveller & Flight Centre Business Travel fit customers, contributing to Area and National results while driving high performance culture.</p> <p>Success is achieved through support of our Business Development Managers in presenting Corporate Traveller & Flight Centre Business Travel products and services in a means to ensure maximisation of client travel spend and profitability. Our success is built on seven key role expectations.</p>
Grading/ Salary Range:	<p>\$75K base</p> <p>14% of NBI on own wins</p> <p>0.6% of state NBI</p> <p>OTE \$140-170k (top performers earn more)</p>
Primary duties and responsibilities (KRAs)	<p>Role Expectations</p> <p>Our seven key role expectations are the key requirements for individual, team and national success. These expectations lay the foundation for growing our customer base, developing our people and promoting Corporate Traveller’s message.</p> <p><u>7 Role Expectations:</u></p> <ol style="list-style-type: none"> 1. Prioritise: Make the right decisions about how to spend your time. A minimum of 80% of your time should be spent on your own sales activities. 2. Results: Deliver a min of \$12M in personal wins. Assist in delivering on state team wins and TTV targets. 3. Accountability: Keep your team accountable to state and national business plan. Ensure salesforce is kept accurate for your team. 4. Model the Way: Be a positive role model. Act as a leader in all forums. Work as a team across states, brands, disciplines. Help educate the wider business, particularly about the customer and the market. Take full ownership over your success and failures. 5. Communication: work closely with SME State Sales Leader to ensure effective communication within the team and from leadership. Provide constructive

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	<p>feedback/ideas for ways things could be done better.</p> <p>6. Development: Your Team: assist the SSL in providing regular feedback & coaching to each BDM & BDR in your team. Know their BOF. Attend joint appointments every month and have BDMs attend your appointments. Personal: Actively work on your own personal development. Show evidence of learning from your mistakes.</p> <p>7. Managing Self: Look after yourself, in whatever way that means to you.</p> <hr/> <p>Responsibilities</p> <p>Assist the SSL with recruitment</p> <p>Attend meetings with team members and provide ongoing training and development to increase appointment conversion</p> <p>Assist the SSL with managing day to day performance of the BDM team and state business plan objectives.</p> <p>Maintain accountability; reporting to SSL on weekly and monthly KPI targets.</p> <p>When required, run and / or attend team meetings including funnel reviews, state WBMs and Business Leader meetings; reporting back to the SSL.</p> <p>Lead from the front (top performer) - minimum 80% of time on own business</p> <p>KPIs - as per BDM role</p> <p>Mentoring members of the National BDM & BDR team</p> <p>Work on Organic Growth and or Retention opportunities</p> <p>Work on formal tenders/RFPs in collaboration with the SSL</p> <p>Work closely with the National Sales Enablement Leader to ensure the smooth roll out and ongoing usage of new sales enablement technology.</p>
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	<p>Involved in sales enablement projects with the SSL and lead the way with key sales business plan items including</p> <ol style="list-style-type: none"> 1. Strategic Pipeline Management 2. Data Integrity 3. Sales Technology including High Velocity Sales <p>Business Development:</p> <p>Ensure your required number of appointments and opportunities created are achieved each month</p> <p>Ensure consistent meaningful customer connections/activity</p> <p>Ensure multi-level relationships are made and maintained in all organisations</p> <p>Understand market trends including competitor product offering including key CT/FCBT differentiators</p> <p>100% accurate data in Salesforce. Utilise Salesforce to record customer activity and management of opportunities to maintain data integrity.</p> <p>Create credibility and trust through consultative sales; presenting a professional image</p>
	<p>Support and Stick:</p> <p>Support customer and internal stakeholders to successfully implement & transition customers demonstrating thorough communication</p> <p>Optimisation of customer margin through preferred product strategy</p> <p>Supporting Operations and Customer Success Team in organic growth</p>
<p>Hierarchy:</p>	<p>Reports to SME State Sales Leader</p>

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Key communication and relationships:	<p><u>Internal</u>: travel managers, Ops, Customer Success Teams, BDM teams across SME corporate brands</p> <p><u>External</u>: Customers, Suppliers and Industry Partners</p>	
Job Requirements		
Education and qualification:	Minimum requirements	Added advantage
	Degree Qualified Recommended	Prior experience working in the travel industry is preferred, but not required.
Experience:	<ul style="list-style-type: none"> Minimum 2 years in BDM role with FCTG Consistent high performance Experience with Salesforce or similar CRM 	
Level of Accountability	<ul style="list-style-type: none"> Achievement of state new business & TTV targets on a weekly, monthly and year to date basis Achievement of personal sales targets (sales activities, cold calls, appointments created, appointments attended, meeting conversion %, Stick/ New Business Retention Rate) - See KPI document (Sales Factory) for KPI expectations that need to be achieved every month. You are to expect monthly meetings with your SME State Sales Leader to evaluate key performance metrics and your development or 'brightness of future' (BOF) plan which you will have full ownership over driving. 	
Other:	Location:	Melbourne
	Travelling:	
	Office hours:	

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	Additional:	
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Functional / job- related	Competency	Proficiency required		
		Basic	Intermediate	Advanced
	Customer Centric/Service Oriented			3
	Effective Communication			3
	Results Focused/Driven			3
	Contribution to the Team/Team Player			3
	Self Development			3

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Other / soft skills	Competency	Proficiency required		
		Basic	Intermediate	Advanced
	Self Management/Attitude			3
	Problem Solving/Decisiveness			3
	Results Driven			3
	Relationship Building			3
	Sales Skills			3
	Performance Under Pressure			3
	Business Acumen			3
	KPIs/Key Deliverables			3
	Project Management			3
	Professionalism			3
	Leads by Example (Attitude, Actions, Results)			3
	Builds & Develops Team			3
	Influences & Persuades			3
	Creates a Positive Environment			3
	Sets & Drives Plans & Goals			3
	Leads Change Effectively and Positively			3
	Sets & Drives Operational Standards			3

Acceptance of the job profile:

 Manager (Print Name)

 Manager Signature

 Date

 PW Representative (Print Name)

 PW Representative Signature