**Position Family: Sales**

*Account Management*

Account Director (Existing Account Only) [ITS.15001.6](#bookmark451)

Strategic Account Manager (Existing Account Only) [ITS.15001.5](#bookmark452)

Major/Key Account Manager (Existing Account Only) [ITS.15001.4](#bookmark453)

Senior Sales Account Manager (Existing Account Only) [ITS.15002.4](#bookmark454)

Sales Account Manager (Existing Account Only) [ITS.15003.3](#bookmark455)

Associate Account Manager [ITS.15001.2](#bookmark456)

*Bid Management*

Senior Bid Manager [PRO.90800.5](#bookmark457)

Bid Manager [PRO.90800.4](#bookmark458)

*Business Development*

 Head of Business Development [EXE.MK060.7](#bookmark459)

Principal Business Development Manager [ITS.15009.6](#bookmark460)

Senior Business Development Manager [ITS.15009.5](#bookmark461)

Business Development Manager [ITS.15009.4](#bookmark462)

 Associate Business Development Manager [ITS.15009.3](#bookmark463)

Business Development Assistant [ITS.14009.2](#bookmark464)

*Channel/Dealer Sales*

Senior Channel/Dealer Sales Manager [EXS.85004.6](#bookmark465)

Channel/Dealer Sales Manager [ITS.15014.5](#bookmark466)

Senior Channel/Dealer Sales Representative [ITS.15013.4](#bookmark467)

Channel/Dealer Sales Representative [ITS.15114.3](#bookmark468)

Associate Channel/Dealer Sales Representative [ITS.15013.2](#bookmark469)

*Contact Centre Sales*

Contact Centre Sales Team Leader [SLS.15036.3](#bookmark470)

Senior Contact Centre Sales Representative [CSP.35036.2](#bookmark471)

Contact Centre Sales Representative [CSP.35036.1](#bookmark472)

Lead Generation Specialist [CSP.35156.1](#bookmark473)

*Generalist Sales*

Head of Sales [EXE.SA010.7](#bookmark474)

Senior Principal Sales Representative [ITS.15024.6](#bookmark475)

Principal Sales Representative [ITS.15024.5](#bookmark476)

Senior Sales Manager - Industry/LOB/Region/Market/BU [ITS.15020.6](#bookmark477)

Sales Manager [ITS.15020.5](#bookmark478)

Area Sales Team Leader [ITS.15014.4](#bookmark479)

Senior Sales Representative [ITS.15214.4](#bookmark480)

Sales Representative [ITS.15014.3](#bookmark481)

Associate Sales Representative [ITS.15014.2](#bookmark482)

*Inside Sales*

Inside Sales Manager [ITS.15018.5](#bookmark483)

Senior Inside Sales Representative [ITS.15018.4](#bookmark484)

Inside Sales Representative [ITS.15018.3](#bookmark485)

Associate Inside Sales Representative [ITS.15018.2](#bookmark486)

\*\*\* Continued on Next Page \*\*\*

**Position Family: Sales**

*Retail Outlet/Store Sales*

Merchandise Manager [BEV.75660.4](#bookmark487)

Retail Outlet/Store Manager [SLS.15035.4](#bookmark488)

Assistant Retail Outlet/Store Manager [SLS.15035.3](#bookmark489)

Retail Outlet/Store Sales Consultant [ITS.15035.2](#bookmark490)

*Sales Operations/Support*

Functional Lead - Sales Operations & Support [EXE.SA020.6](#bookmark491)

Sales Operations Manager [SLS.15027.5](#bookmark492)

Sales Operations Team Leader [ITS.15019.4](#bookmark493)

Sales Operations Analyst [ITS.15019.3](#bookmark494)

Sales Operations Coordinator [ITS.15019.2](#bookmark495)

Order Processing/Sales Administration Assistant [SLS.15028.1](#bookmark496)

*Technical Pre-Sales Support*

Senior Pre-Sales Support Manager [SLS.15023.6](#bookmark497)

Pre-Sales Support Manager [SLS.15022.5](#bookmark498)

Principal Pre-Sales Support Specialist [SLS.15122.5](#bookmark499)

Senior Pre-Sales Support Specialist [SLS.15022.4](#bookmark500)

Pre-Sales Support Specialist [SLS.15022.3](#bookmark501)

Associate Pre-Sales Support Specialist [SLS.15022.2](#bookmark502)

# Position title: Account Director (Existing Account Only) Aon Position code: ITS.15001.6

**Level: 6**

**Responsible for**

Working closely with the CEO or equivalent within the client's organisation to maximise revenue from a strategic client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

# Report to

Sales Director, General Manager.

# Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

# Main activities

* + - Consulting with the CEO or equivalent within the client's organisation to formulate, implement and manage strategic business plans regarding the client's account to achieve sales revenue/sales quota targets.
		- Selecting, coordinating and managing staff to complete tasks associated with retaining the account.
		- Working closely with strategic employees within the client's organisation to determine present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
		- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
		- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* + - Proven sales ability including outstanding negotiation skills, persuasive ability, excellent communication skills and the ability to interact at a strategic level.
		- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
		- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
		- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

# Internal contacts

All levels of Staff, Marketing Staff, Customer & Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

# External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

# Typical experience

10+ years of Sales experience, may possess relevant tertiary qualifications.

# Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one strategic account, but may have several.

# Position title: Strategic Account Manager (Existing Account Only) Aon Position code: ITS.15001.5

**Level: 5**

**Responsible for**

Maintains and develop relationships with organisation's strategic accounts, maximising revenue from in order to achieve agreed revenue targets/sales quotas and ensure account objectives are met.

# Report to

Sales Manager, Senior Sales Manager, Sales Director.

# Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

# Main activities

* + - Formulating, implementing and managing business plans regarding strategic client accounts to achieve sales revenue/sales quota targets.
		- Selecting, coordinating and managing staff to complete tasks associated with retaining the strategic client account.
		- Working closely with strategic clients to determine their present and future needs, and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
		- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
		- Lead the clients' strategic business planning processes.
		- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

# Key skills

* + - Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
		- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
		- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
		- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

# Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

# External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

# Typical experience

8 - 10 years of Sales experience, may possess relevant tertiary qualifications.

# Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

# Position title: Major/Key Account Manager (Existing Account Only) Aon Position code: ITS.15001.4

**Level: 4**

**Responsible for**

Maximising revenue from a major/key account in order to achieve agreed revenue targets/sales quotas.

# Report to

Major/Key/Named Account Manager, Account Director.

# Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

# Main activities

* Managing strategic business plans regarding major/key client accounts to achieve sales revenue/sales quota targets.
* Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times
* Participate in the account planning process
* Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Ability to motivate and manage direct and indirect teams of employees across multiple functions.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

# Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

# External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

# Typical experience

5 years of Sales experience, may possess relevant tertiary qualifications.

# Other comments

This position is distinguished from the Sales Representative roles by experience and account management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have only one major/key account, but may have several.

# Position title: Senior Sales Account Manager (Existing Account Only) Aon Position code: ITS.15002.4

**Level: 4**

**Responsible for**

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

# Report to

Senior Sales Manager, Sales Manager.

# Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

# Main activities

* Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
* Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
* Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Ability to motivate and manage direct and indirect teams of employees across multiple functions.
* Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

# Internal contacts

All levels of Sales Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

# Typical experience

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

# Position title: Sales Account Manager (Existing Account Only) Aon Position code: ITS.15003.3

**Level: 3**

**Responsible for**

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

# Report to

Senior Sales Manager, Sales Manager.

# Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

# Main activities

* Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
* Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
* Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* Proven Sales ability including strong negotiation skills, persuasive ability and excellent communication skills.
* Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

# Internal contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

# External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

# Typical experience

3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

# Position title: Associate Account Manager

**Aon Position code: ITS.15001.2**

**Level: 2**

**Responsible for**

Supporting Account Managers in the delivery of the service.

# Report to

National/Senior/Account Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Providing new business quotes and negotiating renewals.
* Assisting Account Managers in servicing customer base.
* Maintaining files.

# Key skills

* Developing a knowledge of local markets.
* Effective organisational and communication skills.

# Internal contacts External contacts Typical experience Other comments

Alternative Title: Assistant Account Executive.

# Position title: Senior Bid Manager

**Aon Position code: PRO.90800.5**

**Level: 5**

**Responsible for**

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

# Report to

Business Manager.

# Supervises

May supervise 1-5 employees.

# Main activities

* Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
* Advising sales and account managers on bid/no bid decisions.
* Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
* Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
* Liaising with Corporate Finance to build the cost of any Offer to the project end.
* Assisting in the production of the Terms and Conditions to the project end.
* Providing bid and customer service input to regional sales staff, including Third Party Agreements.
* Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
* Producing reports on the area's response to bid requests as required.
* Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

# Key skills

* Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
* Ability to work under minimal supervision.
* Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
* Good written, spoken communication skills.
* Strong numerical and analytical skills.

# Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

# External contacts

Customers at all levels.

# Typical experience

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

# Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

# Position title: Bid Manager

**Aon Position code: PRO.90800.4**

**Level: 4**

**Responsible for**

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

# Report to

Business Manager and/or Senior Bid Manager.

# Supervises

May have supervisory responsibility.

# Main activities

* Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
* Advising sales and account managers on bid/no bid decisions.
* Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
* Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.

# Key skills

Nil.

# Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

# External contacts

Customers at all levels.

# Typical experience

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

# Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

# Position title: Head of Business Development Aon Position code: EXE.MK060.7

**Level: 7**

**Responsible for**

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

# Report to

Chief Executive Officer.

# Supervises

Business development division staff.

# Main activities

* Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
* Reporting on cash flow, profitability and investment return on a consolidated and project basis.
* Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
* Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high- quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
* Ensuring business relationships comply with all regulatory and legal requirements.

# Key skills

* Strong knowledge of relevant industry products and services.
* General managerial skills.
* High level interpersonal, negotiation and relationship building skills.
* Managing complex projects involving external partners.
* Keen commercial and financial awareness.

# Internal contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research & development.

# External contacts

Potential business partners, industry bodies, external service providers.

# Typical experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

# Other comments

**Position title: Principal Business Development Manager Aon Position code: ITS.15009.6**

**Level: 6**

**Responsible for**

Acting as the second line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

# Report to

Head of Business Development, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

# Supervises

Business Development Managers and Assistants.

# Main activities

* Planning and directing the activities of a team of Business Development Managers, and ensuring all staff are motivated to attain predetermined sales targets.
* Developing a market sector by forming a strategy and leading the generation of sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
* Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
* Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
* Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
* Generating term sheets and new business/financial models, and drafting and negotiating contracts.
* Identifying opportunities for business improvement and strategic new business opportunities.
* Developing and managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
* Recruiting, selecting and training sales staff.

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* High level management, leadership, mentoring, business, accounting and reporting skills.
* Creativity and a flair for innovation.
* Knowledge and skills in developing and implementing sales/business development strategies.

# Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

# External contacts

Customers, prospective customers.

# Typical experience

At least 10 years of sales experience, coupled with relevant tertiary qualifications.

# Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This

role performs a mix of sales oriented and managerial tasks.

**Position title: Senior Business Development Manager Aon Position code: ITS.15009.5**

**Level: 5**

**Responsible for**

Acting as the first line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

# Report to

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

# Supervises

Business Development Managers and Assistants.

# Main activities

* Planning and directing the activities of a team of Business Development Managers and ensuring all staff are motivated to attain predetermined sales targets.
* Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
* Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
* Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
* Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
* Generating term sheets and new business/financial models, and drafting and negotiating contracts.
* Identifying opportunities for business improvement and strategic new business opportunities.
* Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
* Recruiting, selecting and training sales staff.

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Management, leadership, mentoring, business, accounting and reporting skills.
* Creativity and a flair for innovation.

# Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

# External contacts

Customers, prospective customers.

# Typical experience

8 - 10 years of sales experience, coupled with relevant tertiary qualifications.

# Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

# Position title: Business Development Manager Aon Position code: ITS.15009.4

**Level: 4**

**Responsible for**

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

# Report to

Business Development Manager.

# Supervises

No formal supervisory responsibilities. May supervise Associate Business Development Managers or Business Development Assistants.

# Main activities

* Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
* Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
* Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
* Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
* Generating term sheets and new business/financial models and drafting and negotiating contracts.
* Identifying opportunities for business improvement and strategic new business opportunities.

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Management, business, accounting and reporting skills.
* Creativity and a flair for innovation.

# Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

# External contacts

Customers, prospective customers.

# Typical experience

5 - 8 years of sales experience and may either possess or be working towards relevant tertiary business qualifications.

# Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.

# Position title: Associate Business Development Manager Aon Position code: ITS.15009.3

**Level: 3**

**Responsible for**

Assisting more senior Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

# Report to

Business Development Manager

# Supervises

No supervisory responsibilities

# Main activities

* Support tasks for all practice groups of the office, including expense reports, check requests, closing binders, scanning, time entry and document organisation
* Implement plans towards strategic marketing of company’s products
* Assists other teams with projects and special requests, prioritizing to meet deadlines
* Work together with marketing department staff to strengthen the organisation’s integrity
* Providing assistance with evaluating proposed deals/partnerships and developing business cases
* Handling various operational functions as required

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution
* Management, leadership, mentoring, business, accounting and reporting skills
* Creativity and a flair for innovation

# Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

# External contacts

Customers, prospective customers

# Typical experience

Minimum 3 years of experience in a similar role

# Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

# Position title: Business Development Assistant Aon Position code: ITS.14009.2

**Level: 2**

**Responsible for**

Supporting the Business Development team in all aspects of operation and administration.

# Report to

Senior/Principal Business Development Manager

# Supervises

No supervisory responsibilities

# Main activities

* Assists team with administration and standard organisational processes
* Provide support in collating and checking expense reports
* Collaborate with project team specialists to maintain and update databases
* Prepares regular reporting on business development team activities and progress against targets
* Assists other teams with projects and special requests

# Key skills

* Basic product and industry knowledge
* Basic administration, accounting and reporting skills
* Excellent communication skills

# Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution

# External contacts

Customers, prospective customers

# Typical experience

At least 12 months experience in a similar role

# Other comments

This role does not have sales responsibility.

# Position title: Senior Channel/Dealer Sales Manager Aon Position code: EXS.85004.6

**Level: 6**

**Responsible for**

Controlling the sales activities of the company nationally through a network of dealers, distributors or other equipment manufacturers in order to achieve revenue, expense and sales targets.

# Report to

Corporate Sales Manager or General Manager.

# Supervises

Channel Sales Managers and their teams.

# Main activities

* Working closely with third parties to ensure the nationwide sales of company products.
* Controlling and motivating various sales teams to meet targets through the dealer/distributor network.
* Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
* Determining price and volume discount policies.
* Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
* Recruiting and training channel sales managers and advising on suitability of dealer staff if approached.
* Monitoring and reporting on competitors' sales and product strategies.

# Key skills

* Knowledge of the product and the market.
* Has strong interpersonal abilities and proven skills in leading sales teams.
* Excellent negotiation and motivational skills.

# Internal contacts

Chief Financial Officer, Product Managers, State or Branch Managers.

# External contacts

Dealers and distributors, government officials, advertising agencies, key accounts, PR firms.

# Typical experience

Tertiary qualifications, a minimum of 10 years sales experience, a good proportion of this in channel sales.

# Other comments

Alternative Title: National Sales Manager (Third Parties).

# Position title: Channel/Dealer Sales Manager Aon Position code: ITS.15014.5

**Level: 5**

**Responsible for**

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

# Supervises

A team of Channel Sales Representatives and Sales Administration Staff.

# Main activities

* Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
* Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
* Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
* Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
* Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
* Recruiting, selecting and training Channel/Dealer Sales staff.

# Key skills

* Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Management, leadership and mentoring capabilities.
* Business, accounting and reporting skills.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Officials.

# Typical experience

5 - 10 years of experience, may possess relevant tertiary qualifications.

# Other comments

This role performs a mix of Sales oriented and Managerial tasks.

# Position title: Senior Channel/Dealer Sales Representative Aon Position code: ITS.15013.4

**Level: 4**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

# Supervises

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

# Main activities

* Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

5+ years of Sales experience and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Senior Channel/Dealer Sales Executive, Senior Channel/Dealer Sales Consultant.

# Position title: Channel/Dealer Sales Representative Aon Position code: ITS.15114.3

**Level: 3**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

# Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support/Dispatch staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

2+ years of Sales experience and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Channel/Dealer Sales Executive, Channel/Dealer Sales Consultant.

# Position title: Associate Channel/Dealer Sales Representative Aon Position code: ITS.15013.2

**Level: 2**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Channel Sales Manager, Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

# Key skills

* Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
* Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Associate Channel/Dealer Sales Executive, Associate Channel/Dealer Sales Consultant.

# Position title: Contact Centre Sales Team Leader Aon Position code: SLS.15036.3

**Level: 3**

**Responsible for**

Marketing (selling) a range of company products through indirect channels and Suppliers.

# Report to

Sales/State Manager

# Supervises

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

# Main activities

* Planning and effectively implementing sales campaigns.
* Reporting on the results and making recommendations for improving future campaigns.
* Establishing the database of prospects and assuring that this is actively maintained.
* Having personal involvement in telephone calls.
* Managing a Telemarketing/Supplies department.

# Key skills

* Knowledge and experience in campaign planning.
* Hands-on experience in establishing and maintaining a database.
* Proven sales ability, and a very strong telephone manner.
* Ability and willingness to take on a Sales support role at times.

# Internal contacts

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

# External contacts

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

# Typical experience

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

# Other comments

Need to develop sound product knowledge through training.

In smaller organisations may be referred to as Telemarketing Manager.

# Position title: Senior Contact Centre Sales Representative Aon Position code: CSP.35036.2

**Level: 2**

**Responsible for**

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

# Report to

Contact Centre Team Leader - Inbound.

# Supervises

No supervisory responsibilities.

# Main activities

* Up-selling and cross-selling products/services through telephone.
* Using the established system and support to sell products/services within service times.
* Managing escalated issues and ensuring customer satisfaction at all times.
* Identifying sales opportunities from the existing clients database.
* Keeping accurate records of sales activities.
* Attending relevant product and skill courses and passing on relevant points to other Consultants.
* Keeping Management aware of potential areas for product, services and education sales.
* Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

# Key skills

* Thorough knowledge of companies products and services.
* Sales skills and ability to identify customer needs.
* Strong service orientation with excellent communication skills.
* Proficient computer skills.
* Good interpersonal and team skills.

# Internal contacts

Customer Support, Finance, Sales & Marketing.

# External contacts

Customers.

# Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

# Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

# Position title: Contact Centre Sales Representative Aon Position code: CSP.35036.1

**Level: 1**

**Responsible for**

Up-selling and cross-selling products/services to existing customers through telephone.

# Report to

Contact Centre Team Leader - Inbound.

# Supervises

No supervisory responsibilities.

# Main activities

* Up-selling and cross-selling products/services through telephone.
* Using the established system and support to sell products/services within service times.
* Keeping accurate records of sales activities.
* Identifying sales opportunities from the existing clients database.
* Attending relevant product and skill courses and passing on relevant points to other Consultants.
* Keeping Management aware of potential areas for product, services and education sales.

# Key skills

* Good knowledge of companies products and services.
* Sales skills and ability to identify customer needs.
* Good communication (both oral and written) skills.
* Proficient computer skills.
* Good interpersonal and team skills.

# Internal contacts

Customer Support, Finance, Sales & Marketing.

# External contacts

Customers.

# Typical experience

Experience in a Customer Service environment.

# Other comments

This role deals with clients through telephone only. For other digital channel please refer to Online Contact Centre Representative.

# Position title: Lead Generation Specialist

**Aon Position code: CSP.35156.1**

**Level: 1**

**Responsible for**

Generating leads/potential clients through telephone.

# Report to

Contact Centre Team Leader - Outbound.

# Supervises

No supervisory responsibilities.

# Main activities

* Cold-calling new customers from the list of potential customers provided by the team leader through telephone.
* Identifying sales opportunities within the calling time.
* Securing appointments for sales representatives to further follow up with the customers and eventually sell the products/services.
* Managing customers objections and apply solutions.
* Keeping Management aware of potential areas for product, services and education sales.

# Key skills

* Thorough knowledge of companies products and services.
* Ability to identify customer needs.
* Strong service orientation with excellent communication skills.
* Proficient computer skills.
* Good interpersonal and team skills.

# Internal contacts

Customer Support, Finance, Sales & Marketing.

# External contacts

Customers.

# Typical experience

Experience in Customer Support.

# Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

# Position title: Head of Sales

**Aon Position code: EXE.SA010.7**

**Level: 7**

**Responsible for**

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

# Report to

Chief Executive/Managing Director.

# Supervises

A national sales force, including state or area sales managers, product specialists and sales representatives.

# Main activities

* Negotiating major deals and maintaining key customer contacts at senior levels.
* Working with other relevant managers to develop national sales strategy.
* Monitoring sales and expense performance, and initiating corrective action where necessary.
* Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
* Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
* Monitoring and reporting on the performance of dealers and distribution channels.
* Recruiting, training and motivating sales staff.

# Key skills

* Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
* Budgetary formulation and control abilities.

# Internal contacts

Marketing executives and specialists, state or branch managers/sales managers, credit, finance and human resources managers and legal officer.

# External contacts

Major customers, advertising agencies and public relations firms, distributors, State and Federal Government officials.

# Typical experience

At least 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

# Other comments

Other titles: Head of Client Management (RIN)

# Position title: Senior Principal Sales Representative Aon Position code: ITS.15024.6

**Level: 6**

**Responsible for**

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Senior Sales Manager.

# Supervises

May mentor Sales Representatives - Software and Solution.

# Main activities

* Working closely with new clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
* Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

10 + years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Sales Executive, Sales Consultant, Senior Client Manager (RIN). This role focuses on the sale of value-add end-to-end solutions.

# Position title: Principal Sales Representative Aon Position code: ITS.15024.5

**Level: 5**

**Responsible for**

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Sales Manager, Senior Sales Manager.

# Supervises

May mentor Sales Representatives

# Main activities

* Working closely with new and existing clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
* Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

* 1. years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Sales Executive, Sales Consultant. This role focuses on the sale of value-add end-to-end solutions.

# Position title: Senior Sales Manager - Industry/LOB/Region/Market/BU Aon Position code: ITS.15020.6

**Level: 6**

**Responsible for**

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

# Report to

Sales Director, General Manager.

# Supervises

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

# Main activities

* + - Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
		- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
		- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
		- Regularly reporting actual performance to budget, with variance analyses and revised projections.
		- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
		- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
		- Overseeing the recruitment, selection and training of Sales staff.

# Key skills

* + - Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
		- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
		- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
		- Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Executive Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research & Development Staff, Warehouse and Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Bodies.

# Typical experience

10+ years of experience, may possess relevant tertiary qualifications.

# Other comments

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

# Position title: Sales Manager

**Aon Position code: ITS.15020.5**

**Level: 5**

**Responsible for**

Acting as the first line of Management, directing team/s of Sales Representatives and Account Managers to achieve predetermined Sales targets from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

# Supervises

A team of Sales Representatives, Account Managers and Sales Administration Staff.

# Main activities

* + - Planning and directing the activities of team/s of Sales Representatives, and Account Managers, ensuring all Staff are motivated to attain predetermined Sales targets.
		- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
		- Providing leadership and direction, aligning Sales activities with the broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
		- Contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
		- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
		- Monitoring competitors' Sales and product strategies, campaigns and events to optimise market share.
		- Recruiting, selecting and training Sales staff.

# Key skills

* + - Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
		- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
		- Management, leadership, mentoring, business, accounting and reporting skills.
		- Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Bodies.

# Typical experience

8 - 10 years of experience, may possess relevant tertiary qualifications.

# Other comments

This role performs a mix of Sales oriented and Managerial tasks. Other titles: Client Manager (RIN)

# Position title: Area Sales Team Leader

**Aon Position code: ITS.15014.4**

**Level: 4**

**Responsible for**

Leading, training and directing a group of Sales Representatives to achieve established Sales targets within a given state, area or product line.

# Report to

Regional, Field or State Sales Manager.

# Supervises

A team of Sales Representatives.

# Main activities

* Supporting a team of Sales Representatives to ensure that they achieve their individual Sales targets.
* Selling to selected major accounts and attaining Sales targets.
* Reviewing the performance of the Sales team and implementing improvements to procedures/training where necessary.
* Contributing to the Sales strategy.
* Motivating sales staff and providing technical information to Dealers, Distributors and end-users.
* Participating in the preparation of Sales and expense budgets and reporting on the actual Sales of Team.
* Collating and forwarding market intelligence information.

# Key skills

* Sound Sales and marketing skills.
* Excellent product knowledge.
* Understanding of customer needs.

# Internal contacts

Product/Marketing Managers, Human Resources/Training Manager, Credit Control Manager, Sales Administration Manager.

# External contacts

Customers, Advertising Agencies, Merchandisers.

# Typical experience

5+ years of direct Sales experience, with a period of that in a supervisory or mentoring role.

# Other comments

**Position title: Senior Sales Representative**

**Aon Position code: ITS.15214.4**

**Level: 4**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

# Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

# Main activities

* Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
* Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Senior Sales Executive, Senior Sales Consultant.

# Position title: Sales Representative

**Aon Position code: ITS.15014.3**

**Level: 3**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
* Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
* Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Sales Executive, Sales Consultant.

# Position title: Associate Sales Representative Aon Position code: ITS.15014.2

**Level: 2**

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

# Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
* Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
* Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
* Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
* Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
* Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
* Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Alternative Titles: Associate Sales Executive, Associate Sales Consultant.

# Position title: Inside Sales Manager

**Aon Position code: ITS.15018.5**

**Level: 5**

**Responsible for**

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

# Report to

Senior Sales Manager, Sales Director.

# Supervises

A team of Inside Sales Representatives and Sales Administration staff.

# Main activities

* Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
* Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
* Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
* Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
* Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
* Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
* Recruiting, selecting and training Inside Sales staff.

# Key skills

* Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
* Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
* Management, leaderships, mentoring, business, accounting and reporting skills.
* Analytical interpretation and advanced problem solving abilities.

# Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Distributors, Government Bodies, Suppliers.

# Typical experience

* 1. years of experience, and may possess relevant tertiary qualifications.

# Other comments

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational

products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

# Position Description

**Position title: Senior Inside Sales Representative Aon Position code: ITS.15018.4**

**Level: 4**

**Responsible for**

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

# Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

# Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

# Main activities

* + - Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
		- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
		- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
		- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
		- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
		- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
		- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

# Key skills

* + - Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
		- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than

establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

# Position Description

**Position title: Inside Sales Representative**

**Aon Position code: ITS.15018.3**

**Level: 3**

**Responsible for**

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

# Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + - Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
		- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
		- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
		- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
		- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
		- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
		- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* + - Telephone selling skills, including the ability to negotiate, persuade and influence.
		- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

At least 3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account

management or field sales roles.

# Position Description

**Position title: Associate Inside Sales Representative Aon Position code: ITS.15018.2**

**Level: 2**

**Responsible for**

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

# Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + - Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
		- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
		- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
		- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
		- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
		- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
		- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

# Key skills

* + - Growing telephone selling skills, including the ability to negotiate, persuade and influence.
		- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

# Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Customers, Suppliers.

# Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

# Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account

management or field sales roles.

**Position title: Merchandise Manager**

**Aon Position code: BEV.75660.4**

**Level: 4**

**Responsible for**

Managing the production, procurement, delivery and warehouse stock of all Point of Sale material and merchandise products.

# Report to

Trade/Marketing Manager.

# Supervises

No formal supervisory responsibilities.

# Main activities

* + - Developing, sourcing and procuring all Point of Sale & merchandise items within brief guidelines, on time and for the best quality/cost ratio.
		- Providing expertise to marketing team for all Point of Sale and merchandise products.
		- Ensuring adequate supply of generic items always available and reducing redundant stock holdings.
		- Managing the ordering process including ensuring ordering/delivery processes are adhered to by all stakeholders.
		- Acting as the key point of contact with respect to the development, production and delivery of merchandise for brand and marketing exercises.
		- Providing new concepts and ideas relevant to each brand.
		- Working closely with marketing team from concept to development of all promotional activity.
		- Working with marketing agencies to develop promotions and ensure all details and procedures are correct and adhered to including the creation of merchandise within brand guidelines and budget.

# Key skills

* + - Advanced computer literacy.
		- Strong influencing and selling skills.
		- Aptitude for numerical analysis and a strong attention to detail.
		- Commercial acumen.
		- Ability to understand and interpret data in order to deliver results for business.

# Internal contacts

Sale and Marketing Team, Finance Department.

# External contacts

Marketing Agencies, Suppliers.

# Typical experience

A background or relevant qualifications in sales and marketing plus experience in the development, sourcing and production of Point of Sale and merchandise items.

# Other comments

**Position title: Retail Outlet/Store Manager**

**Aon Position code: SLS.15035.4**

**Level: 4**

**Responsible for**

Managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

# Report to

Retail Outlet/Store Director.

# Supervises

Retail Outlet/Store staff.

# Main activities

* + - Preparing material for and participating in setting the sales strategies for the Retail Outlet/Store.
		- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
		- Monitoring Retail Outlet/Store performance and regularly reporting on variances from targets.
		- Attracting, recruiting, training and retaining Retail Outlet/Store staff.
		- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
		- Ensuring that all administrative processes, including daily bank reconciliations, credits and refunds are performed according to standard procedures.
		- Managing stock takes in accordance with Retail Outlet/Store plan.
		- Monitoring and reporting on competitors' sales and product strategies.
		- Serving customers and resolving customer issues.

# Key skills

* + - Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
		- Excellent negotiation, selling and communication skills.
		- Ability to manage, lead and motivate a team.
		- Customer focus.

# Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

# External contacts

Key Accounts, Distributors, Government Officials, Customers.

# Typical experience

At least 5 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

# Other comments

**Position title: Assistant Retail Outlet/Store Manager Aon Position code: SLS.15035.3**

**Level: 3**

**Responsible for**

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

# Report to

Retail Outlet/Store Manager

# Supervises

Retail Outlet/Store staff.

# Main activities

* + - Preparing material for setting the sales strategies for the Retail Outlet/Store.
		- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
		- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
		- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
		- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
		- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
		- Supervising stock takes in accordance with Retail Outlet/Store plan.
		- Monitoring and reporting on competitors' sales and product strategies.
		- Serving customers and resolving customer issues.

# Key skills

* + - Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
		- Excellent negotiation, selling and communication skills.
		- Ability to lead and motivate a team, with developing managerial skills.
		- Customer focus.

# Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

# External contacts

Key Accounts, Distributors, Government Officials, Customers.

# Typical experience

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

# Other comments

**Position title: Retail Outlet/Store Sales Consultant Aon Position code: ITS.15035.2**

**Level: 2**

**Responsible for**

Contributing to the achievement of sales targets, goals, market share and customer satisfaction for a Retail Outlet/Store by providing high levels of customer service.

# Report to

Retail Outlet/Store Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + - Meeting the Retail Outlet/Store revenue, profitability and expense targets by providing excellent customer service, maximising the all sales opportunities and complying with all Retail Outlet/Store policies and procedures.
		- Conducting sales demonstrations for a range of products to those customers who enter outlets and negotiating sales and deliveries within the organisation's policy guidelines.
		- Assisting with the implementation of the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
		- Performing all administrative processes, including daily bank reconciliations and credits and refunds in accordance with standard procedures.
		- Carrying out stock take activities under the guidance of the Retail Outlet/Store Manager and in accordance with Retail Outlet/Store plan.
		- Monitoring and reporting to Retail Outlet/Store Manager on competitors' sales and product strategies.

# Key skills

* + - Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
		- Negotiation, selling and communication skills.
		- Customer focus.
		- Team player.

# Internal contacts

Other Sales staff, Stores and Administration.

# External contacts

Customers.

# Typical experience

1+ years sales experience.

# Other comments

**Position title: Functional Lead - Sales Operations & Support Aon Position code: EXE.SA020.6**

**Level: 6**

**Responsible for**

Supporting the sales function by efficient handling of backend sales processes

# Report to

Chief Sales Officer

# Supervises

Team of sales support professionals

# Main activities

* + - Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
		- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
		- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
		- Coordinating planning activities with other functions and stakeholders within the firm.·
		- Supportig the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels andresources.
		- Proactively identify opportunities for sales process improvement.

# Key skills

* + - Process managament
		- People management
		- Stakeholder management

# Internal contacts

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

# External contacts

External consultants

# Typical experience

10+ years of experience in sales process management

# Other comments

**Position title: Sales Operations Manager**

**Aon Position code: SLS.15027.5**

**Level: 5**

**Responsible for**

Providing Sales Support to the General Manager - Sales and Service. Designing and implementing best practice Sales Support and indirectly overseeing the numerous teams of Customer Service Officers attached to each Area/Regional Sales Manager as well as the Sales Support team.

# Report to

General Manager - Sales and Service.

# Supervises Main activities

* + - Ensuring all new business, renewals, alterations and cancellations are managed within standards.
		- Reviewing processes to achieve efficient and improved customer service.
		- Providing Sales Support to staff and advisors.
		- Ensuring operating policies and procedures are followed.
		- Ensuring all compliance is adhered to in managing people and in the provision of information, products and services to customers.
		- Preparing annual budgets for operating expenses.
		- Managing operating expenses to budget.

# Key skills

* + - Knowledge of specific insurance products and/or systems.
		- Ability to provide appropriate direction, leadership, training and on the job coaching.
		- Ability to define employee development needs and establish processes to achieve development needs.
		- Good presentation and communication skills.
		- Ability to provide efficient customer service for internal and external customers.
		- Ability to evaluate and where applicable apply best practice technology and industry processes.
		- Ability to analyse processes and portfolios.
		- Compliance knowledge and understanding of relevant legislation.
		- Should be a capable leader, have people skills experience and be profit focused.

# Internal contacts

Sales Support teams.

# External contacts

Existing customers and potential customers.

# Typical experience

General insurance knowledge coupled with relevant tertiary or specialist qualifications.

# Other comments

Alternative Title: Sales Support Manager.

# Position title: Sales Operations Team Leader Aon Position code: ITS.15019.4

**Level: 4**

**Responsible for**

Directing the sales administration department to drive internal sales responses and develop processes and procedures to ensure the effective and efficient delivery of administrative support to the sales team.

# Report to

Sales Manager

# Supervises

Sales Administration/Internal Sales Team Leaders and Staff

# Main activities

* + - Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
		- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
		- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
		- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
		- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
		- Receiving and handling customer complaints escalated by team leaders.
		- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

# Key skills

* + - Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
		- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
		- Management, leadership, mentoring, business, accounting and reporting skills.
		- Analytical interpretation and advanced problem solving abilities.
		- Skills in conflict resolution

# Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Bodies.

# Typical experience

7+ years of experience, may possess relevant tertiary qualifications.

# Other comments

**Position title: Sales Operations Analyst**

**Aon Position code: ITS.15019.3**

**Level: 3**

**Responsible for**

Leading a team of Sales Administration/Internal Sales Staff to provide administration support to the Sales Team.

# Report to

Sales Administration/Internal Sales Manager, Sales Manager, Senior Sales Manager, Sales Business Unit Manager.

# Supervises

Sales Administration/Internal Sales Staff.

# Main activities

* + - Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
		- Implementing new and modified Sales Administration procedures, processes and reporting. Identifying and reporting to Management areas for process/procedural improvement.
		- Providing administrative support to the production of weekly, monthly, quarterly and yearly Sales statistics including Sales budgets, Sales forecasts, Sales expenses and variance reports.
		- Assisting with the maintenance and updating of the Sales Department manual that details all policies and procedures pertaining to the Sales Department.
		- Overseeing the internal Sales process to ensure that all Sales inquiries and orders are being dealt with efficiently and effectively.
		- Providing administrative support for the production of tenders, bids and other Sales related documents.
		- Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.
		- Identifying Sales leads and escalating them to Sales Representatives. Ensuring the maintenance of the Sales database.
		- Receiving and handling customer complaints escalated by members of the team and related to the sale of the organisation's products/services. Escalating unresolved complaints to Management.

# Key skills

* + - Leadership, mentoring and communication skills.
		- Attention to detail, analysis and problem solving capabilities.
		- Excellent organisational, administrative and reporting skills.
		- Sound product/service knowledge.

# Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Bodies.

# Typical experience

2 - 5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

# Other comments

**Position title: Sales Operations Coordinator Aon Position code: ITS.15019.2**

**Level: 2**

**Responsible for**

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

# Report to

Sales Administration/Internal Sales Manager, Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Processing Sales orders and arranging the dispatch of products/services sold.
* Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
* Maintaining the customer database.
* Maintaining Sales statistics and records of sales performance.
* Providing administrative support for the production of tenders, bids and other Sales related documents.
* Identifying Sales leads and escalating them to Sales Representatives.
* Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

# Key skills

* Excellent organisational and administrative skills.
* Attention to detail.
* Excellent communication skills and a growing Sales focus.
* Sound product/service knowledge.

# Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

# External contacts

Clients, Distributors, Suppliers, Government Bodies.

# Typical experience

Typically 2+ years of experience.

# Other comments

**Position title: Order Processing/Sales Administration Assistant Aon Position code: SLS.15028.1**

**Level: 1**

**Responsible for**

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

# Report to

Internal Sales Administrator

# Supervises

No supervisory responsibilities

# Main activities

* Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
* Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
* Telephone selling as required and encouraging customers to extend their purchase orders.

# Key skills

* Good organisational, communication and interpersonal skills

# Internal contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

# External contacts

Customers.

# Typical experience

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

# Other comments

**Position title: Senior Pre-Sales Support Manager Aon Position code: SLS.15023.6**

**Level: 6**

**Responsible for**

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

# Report to

Sales Director, Customer Support Director, Professional Services Manager, General Manager.

# Supervises

Pre-Sales Support Specialists.

# Main activities

* Ensuring the successful selling & installation of technology solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
* Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
* Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
* Working closely with the Sales Director and/or Professional Services Manager to consult with prospective customers during the Sales process and participating in Sales events as required.
* Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
* Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

# Key skills

* Management skills and expert analytical, diagnostic and problem-solving skills.
* Highly specialised and extensive expertise in the relevant technological environment, often a technical resource on a national level in areas such as:
* - Data networking e.g. Hubs, Routers, Protocols, Authentication, Interconnection.
* - ERP e.g. Peoplesoft, SAP, JD Edwards, Oracle.
	+ Middleware e.g. Object Request Brokers, 00 Technology, Distributed Systems, C++.
	+ Storage Solutions e.g. Storage Area Networks, Enterprise Storage.
* Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of technical understanding of different audiences.

# Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers, Relevant Industry Bodies, Suppliers.

# Typical experience

10+ years of related technical experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

# Other comments

This role typically has a mixture of Management and high level technical Pre-Sales Support tasks. This role may also sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

# Position title: Pre-Sales Support Manager

**Aon Position code: SLS.15022.5**

**Level: 5**

**Responsible for**

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

# Report to

Sales Director, Marketing Director, Customer Support Director, General Manager.

# Supervises

Pre-Sales Support Specialists.

# Main activities

* Ensuring the successful selling & installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
* Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
* Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
* Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
* Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
* Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

# Key skills

* Management skills and expert analytical, diagnostic and problem-solving skills.
* Highly specialised and extensive expertise in the relevant environment.
* Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

# Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers, Relevant Industry Bodies, Suppliers.

# Typical experience

10+ years of related experience, with 2 - 5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

# Other comments

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

# Position title: Principal Pre-Sales Support Specialist Aon Position code: SLS.15122.5

**Level: 5**

**Responsible for**

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

# Report to

Pre-Sales Support Manager.

# Supervises

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

# Main activities

* Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
* Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
* Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
* Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
* Assisting with Post-Sales support where required.

# Key skills

* Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
* Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

# Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers, Relevant Industry Bodies.

# Typical experience

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

# Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

# Position title: Senior Pre-Sales Support Specialist Aon Position code: SLS.15022.4

**Level: 4**

**Responsible for**

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

# Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

# Supervises

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

# Main activities

* Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
* Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
* Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
* Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
* Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
* Assisting with Post-Sales support and technically training the Customer Support team where required.

# Key skills

* Specialist skills, knowledge and technical ability in the relevant environment.
* Analytical, diagnostic, project management and problem-solving skills.
* Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

# Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers.

# Typical experience

7 - 10 years of relevant Sales and Technical experience, including 3 - 6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

# Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

# Position title: Pre-Sales Support Specialist

**Aon Position code: SLS.15022.3**

**Level: 3**

**Responsible for**

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

# Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
* Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
* Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
* Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
* Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
* Assisting with Post-Sales support where required.
* Technically training the Customer Support team where required.

# Key skills

* Skills, knowledge and technical ability in the relevant environment.
* Analytical, diagnostic, project management and problem-solving skills.
* Excellent presentation and communication skills.
* Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

# Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers.

# Typical experience

3 - 6 years of relevant Sales or Technical experience, including 1 - 3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

# Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

# Position title: Associate Pre-Sales Support Specialist Aon Position code: SLS.15022.2

**Level: 2**

**Responsible for**

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

# Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre- Sales support.
* Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
* Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
* Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
* Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
* Assisting with Post-Sales support where required.

# Key skills

* Growing skills, knowledge and technical ability in the relevant environment.
* Developing analytical, diagnostic, project management and problem-solving skills.
* Excellent presentation and communication skills.
* Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

# Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

# External contacts

Customers.

# Typical experience

2 - 3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

# Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.