

ROLE CLARITY

Position Title:	Machine Sales Coordinator	Reports To:	Machine Sales Supervisor
Name:		Direct Reports:	N/A
Function:	Sales	Indirect Reports:	N/A
Business Unit	Sales	Date Created:	April 2020

JOB PURPOSE

- Manage the machine sales process and liaise with stakeholders at each relevant phase of the process.
- Accurate and timely creation of service calls to instruct branches for the build and delivery processes.

FINANCIAL ACCOUNTABILITY/DECISION MAKING AUTHORITY

Dimension	Value/Description
Provide a summary of the position in terms of its impacts, financial accountabilities, and decision making limits. Not all items will apply.	N/A
Purchasing Authorisation Level	N/A
Decision making authority and types of decisions made	Decisions Expected: Workflow priorities within guidelines Recommendations Expected: Approvals required above authorised level

ACCOUNTABILITIES

Role Specific Accountabilities

Contribute to the efficient and effective quotation and sales order process.

- On request generate and issue a machine quote.
- Ensure all parts of the Sales Quotes are costed by either being a standard EQ Option or covered by a separate quote provided by the Territory Account Manager, when the Sales Quote was requested or written approval from a Sales Manager or Product Manager.
- On receipt of the signed Sales Order compile all relevant information and documentary evidence and issue instructions to the branch performing the build.
- Raise Purchase Orders for the transport of the stock machine to the branch performing the build and any other required purchases i.e. attachments warranty etc.
- On receipt of a signed Sales order, identify the source of payment and coordinate with a finance company regarding information request.
- Ensure clear title of any trade machine.
- On receipt of payment issue the Outbound EMR to the relative branch.
- Collect and record relevant data to support the sale of audit and reporting purposes.
- Any other actions to support the equipment sales process.

Health and Safety

At Terra Cat, our commitment to health and safety is central to how we operate. Everyone is accountable for safety.

- Safety of self and others is achieved by personal commitment to follow all company policies, safety management systems, procedures and practices
- Demonstrate personal commitment to development and training

- Minimise risk by actively identifying safer ways to conduct work, participate in safety initiatives, hazard identification and incident management; adopt lessons learned into work practices
- Identify and report opportunities for continuous improvement and innovation

Team Membership

Be a great team member, always act in a way which is in line with our Code of Conduct.

- Follow instructions
- Comply with Company policy and procedures
- Respect others
- Work constructively with team members across the group
- Help out with different tasks as required
- Contribute ideas and share your knowledge
- Take every opportunity to learn new technical skills

Leadership

- Actively role model organisational purpose, values and behaviours
- Build strong working relationships with others, both inside and outside of direct team
- Others can learn and grow through the personal demonstration of sharing information, ideas and learning
- Proactively seek formal and informal development opportunities for growth

Financial

- Eliminate rework by following agreed methods and measures
- Identify a better way of working to reduce costs
- Use resources (people and assets) effectively and efficiently
- Deliver work on time and in full

Customer Experience

- Follow agreed methods and measures to achieve reliable results for customers
- Customer expectations and service standards are understood and delivered within agreed timeframes
- Implement initiatives so that customer experience targets are met
- Identify opportunities to improve customer experience and initiatives are adopted by others

PERSON SPECIFICATIONS

Qualification

	Essential	Desirable
NCEA Level 3 or equivalent		Yes

Experience

	Essential	Desirable
3+ years relevant experience, encompassing knowledge of sales processes		Yes
Good written and verbal communication skills	Yes	
Excellent interpersonal skills – capable of working with staff at all levels within and outside the organisation	Yes	

High level of computer literacy including MS Office applications, internet and ERP systems	Yes	
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COMPETENCIES



Drives Results

Demonstrates a strong focus on high performance standards and personal achievement. Sets self-stretch goals and works persistently to achieve them. Displays high work focus, high levels of energy, and goes above and beyond to exceed expectations.



Ingenuity

Generates and implements new and innovative solutions, ideas, and approaches to problems. Is strategically minded, future-orientated and anticipates issues before they arise. Takes a broad perspective and is open to taking calculated risks.



Customer Focus

Is motivated by exceeding customer expectations and fulfilling obligations to others. Interacts with customers in a friendly, considerate manner, responding to social cues appropriately. Treats all customers equally.



Adaptability

Highly open and adaptable to change. Responds to change in an enthusiastic manner and adjusts quickly, with little disruption to workload in the process.



Accuracy & Completion

Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.



Teamwork

Supports and collaborates with team members to achieve targets. Appreciates the benefits of diversity and works well with a variety of people.

KEY RELATIONSHIPS

Internal – Territory Account Manager, Service Advisors, Product Manager, Sales Managers

External – 3rd party vendors, Caterpillar finance and freight companies

ACKNOWLEDGEMENT

I have received a copy of the Role Clarity and have read, understand and accept its contents.

Team Members Signature: _____

Date: ____ / ____ / ____

Manager's Name: (please print)

Signature: _____

Date: ____ / ____ / ____

The purpose of a Role Clarity is to provide a job summary that can be used to assist in a number of management activities including recruitment, induction, training, performance management, job evaluation, and job design. Role Clarities are supported by, and should be read in conjunction with, other Terra Cat documents such as letters of appointment, policies and procedures, codes of practice and any other materials that provide details about what is to be achieved and how the job is to be performed.

A Role Clarity is only a summary of the typical functions on the job, not an exhaustive list of all possible job responsibilities, tasks and duties. The responsibilities, tasks and duties of the incumbent may differ from those outlined in the job description or other duties, as assigned, might be part of the job. As many jobs evolve over time, position descriptions may be reviewed and updated.