

POSITION DESCRIPTION

POSITION TITLE	Dunbrae Coffee Essentials Sales Executive
POSITION LOCATED AT	Subic Bay - Philippines
REPORTING TO	Dunbrae Coffee Essentials Business Unit Manager
DIRECT REPORTS	NA
EMPLOYMENT CLASSIFICATION	Full time
POSITION OVERVIEW	<p>We're looking for an experienced Coffee Expert (Sales) to join our sales team and represent and grow our brand in the Philippine Market. You The Coffee Expert (Sales) will be responsible to gain new customers, develop a strong pipeline, facilitate training sessions and provide exceptional technical support.</p> <p>This role requires travelling, so the successful candidate will require a valid driver's licence and have a willingness to travel.</p>

SPECIFIC OBJECTIVES

1. Discover and pursue new sales prospects, negotiate deals and maintain customer satisfaction.
2. Proven record of channel development and shown initiatives in achieving sales targets. Person who has handled bigger revenue targets.
3. Identify business opportunities by identifying prospects and evaluating their position in the industry; research and analyse sales options.
4. Maintain relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
5. Identify product improvements or new products by remaining current on industry trends, market activities, and competitors.
6. Prepare reports by collecting, analysing, and summarizing information.
7. Maintain professional and technical knowledge by attending educational workshops; review professional publications; establish personal networks; benchmark state-of-the-art practices; participate in professional societies.

8. Perform ad hoc duties including but not limited to lead generation through cold calling, email campaign and networking, generating pipeline report, liaising with other departments regarding order status/deliveries/ payments, product installations and demo, managing stocks, creating marketing collaterals, social media management, scheduling meetings, and organizing customer visits

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Achieve monthly sales target of set by the company	Sales Quota
Prepare and deliver appropriate presentations on products and services	
Ensure the availability of stock for sales and demonstrations	
Participate on behalf of the company in exhibitions or conferences	
Gather feedback from customers or prospects and share with internal teams	
Ensure stock availability	
Building and maintaining effective internal and external stakeholder relationships	Customer Feedback Surveys
Maintain open, effective and honest channels of communication at all levels across the business to facilitate best in class sharing. Work collaboratively with the other teams or members of the business	Management Performance
Embed a performance culture, framework, and review processes to achieve service levels and improvements against set targets. Ensures service targets, SLA's and KPI's are continually reviewed, and expectations are met with optimum levels of quality service delivery.	Service Level Achievements against set targets
Review available information and make suggestions, recommendations as to improvements across the business.	
Any other duties, consistent with the role, or duties as required from time to time by the Sales and Marketing Manager, Business Unit Managers, the President or other relevant department managers.	
Demonstrate a high level of professional and personal standards and conduct.	

MAIN ACCOUNTABILITIES	MEASUREMENT METHOD (KPI's)
Observe OH&S and company policies.	Pro-actively ensure up to date knowledge of and compliance with OH&S policies and procedures and participate in their further development by identifying risks and escalating them appropriately. Observe company policies

COMMUNICATION (regularly communicates with)
Customers, DPI BU Managers, Operations Team, Manufacturing Team, Finance, and other relevant internal departments

SKILLS AND EXPERIENCE	DESIRABLE	ESSENTIAL
EDUCATION		
Bachelor's Degree in Marketing or Business Administration or relevant degree		✓
Graduate Studies	✓	
WORK EXPERIENCE		
Minimum of 3 years of experience as sales officer or any relevant position.		✓
1-2 years B2B sales experience in sales within the media or online industry		✓
Minimum 3 years experience in Specialty coffee as a barista and / or a Coffee Professional	✓	
Minimum 2 years demonstrating and selling coffee related products	✓	
Technical knowledge on coffee equipment	✓	
TECHNICAL KNOWLEDGE		
Proficiency in MS Office.		✓
Must have valid drivers license		✓
LANGUAGE SKILLS		

Strong written and verbal communication skills		✓
--	--	---

SKILLS, ABILITIES & COMPETENCIES, AND QUALITIES

Hardworking, energetic individual, Detail oriented, Problem Solver, Superior Customer Service skills, Think outside the box, Ability to multi-task and make good decisions, Ability to manage and motivate a team, Ability to work under pressure and balance the competing demands of several managers, Proactive approach, Excellent level of integrity, Trustworthy and target-oriented, Ability to work autonomously

JOB SPECIFICATION ACCEPTANCE

EXPLAINED BY:		
Supervisor / Manager Name	Signature	Date
ACCEPTED BY:		
Employee Name	Signature	Date