

## POSITION DESCRIPTION – SALES

<b>POSITION TITLE:</b>	Territory Manager
<b>DEPARTMENT:</b>	Sales
<b>LOCATION:</b>	NSW
<b>ISSUED:</b>	2017

<b>REPORTS TO:</b>	State Sales Manager
<b>FUNCTIONAL RELATIONSHIPS WITH:</b>	<b>Receives Guidance From:</b> <ul style="list-style-type: none"> <li>• State/Sales Manager</li> <li>• Product Managers</li> <li>• Sales Director</li> <li>• Marketing Director</li> <li>• Customer Service Team Leader</li> <li>• Finance team</li> </ul>
<b>DIRECT REPORTS INCLUDE:</b>	Nil
<b>SIGNIFICANT CONTACT WITH:</b>	<ul style="list-style-type: none"> <li>• Customers</li> <li>• Customer Service Officers</li> <li>• Product Managers</li> <li>• Purchasing Staff</li> <li>• Suppliers</li> </ul>

### POSITION OVERVIEW

The primary role of the Territory Manager is to be responsible for conducting all field sales activities within a specific territory. This involves conducting face-to-face contact with every account in the assigned territory on a timely basis. The aim of this role is to become a trusted advisor to customers and to partner with them to grow their business.

In addition the role involves working in cooperation with the Customer Service Department and Sales Specialists to maintain and/or increase existing HSH business and build sales and brand recognition in new accounts. Special emphasis is also placed in identifying significant accounts purchasing from competitors and converting these to HSH.

### JOB SPECIFICATION

#### SALES

- Achievement of agreed sales and GP budgets and other KPI's.
- Maintain an effective call cycle for all clients within the defined territory to ensure customer needs are met.
- Maintain account database through detailed customer interviews and analysis of sales reports
- Liaise within the dental industry and participate in exhibitions, trade shows, industry conventions, dental conferences and sales / training programs as required.
- Work effectively with Supplier/Branch/Product Specialists to develop sales within the territory.
- Co-travel with HSH and wholesale Sales/Marketing personnel to determine, report, demonstrate field needs and accomplishments
- Support the promotional activities of the organisation.
- Maintain contact with the Customer Service Representatives and provide accurate and full information on orders, quotations, sales requirements etc.
- Monitor and maintain consignment and sample stock.
- Participate in industry related training and education.

#### SERVICE

- Provide high level of information and support to customers to assist them in their business.

# POSITION DESCRIPTION

- Communicate stock details, new products, pricing, specials etc.
- Identify and communicate with managers on issues affecting customer service to clients.
- Understand the customers' business and how to add value

## ADMINISTRATION

- Manage expenses and resources as per company policy.
- Ensure that leads, requests for information, quotes and samples are followed through to the satisfaction of each client and comply with internal company procedures.
- Submit weekly report of all competitive and other related activity with emphasis on key competition's prices, new products, services or program introductions.
- Maintain communication with State Manager on weekly basis, participates in monthly meetings and submit written reports as required.
- Other tasks deemed suitable based on knowledge and experience as required

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

## THIS POSITION INCLUDES

### EQUIPMENT

- Mobile phone/Laptop
- Company car

### ADDITIONAL DETAILS

- Monday to Friday - business hours
- After hours meetings, trade shows and training
- Participation in stock take if required.
- Travel - metropolitan and country areas – may include overnight

## PERSON SPECIFICATION

EXPERIENCE	<ul style="list-style-type: none"> <li>• Proven sales experience in the dental industry or similar</li> </ul>
EDUCATION	<ul style="list-style-type: none"> <li>• Marketing or sales qualifications highly desirable</li> </ul>
SPECIALISED KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> <li>• Dental knowledge and experience highly regarded</li> <li>• Excellent understanding of the sales process and dynamics.</li> <li>• High level of communication (written and verbal) and excellent interpersonal skills, including the ability to quickly build rapport with both customers and suppliers</li> <li>• High level of organisational skills including attention to administrative details, record keeping and use of available tools including sales reports, product information and other.</li> <li>• Sound analytical skills and business savvy</li> <li>• Ability to prepare and conduct presentations or demonstrations</li> <li>• Computer literacy – Excel, Word and PowerPoint to at least intermediate level, Pronto and email.</li> <li>• Understands the sales order fulfilment process</li> </ul>
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> <li>• Is perceptive in reading customers during all aspects of the sales process</li> <li>• Is able to quickly build rapport and maintain collaborative relationships with a wide range of people –customers, vendors and internal staff.</li> <li>• Works comfortably in a fast paced environment</li> <li>• Is able to demonstrates persuasiveness in an enthusiastic and professional manner</li> </ul>

## POSITION DESCRIPTION

- Self motivated, goal driven and strongly orientated for success
- Customer service orientation
- Demonstrated integrity and honesty
- Enthusiasm and willingness to learn and develop knowledge
- Attention to detail and commitment to follow up and follow through

### CODE OF CONDUCT & ORGANISATIONAL VALUES

Henry Schein | Halas and its team Schein members are mutually responsible for the success of the business. The company promises to create an environment in which all TSM can realise their full potential. In return all TSM are expected to make contributions that positively impact our customers, our shareholders, our business and each other.

This includes:

- conduct to the highest degree of ethics and integrity
- creative thinking and openness to new challenges
- appreciating diversity in the workplace and treating everyone with courtesy and respect
- effective communication, which is open and honest
- modelling best practice and leadership

Company values and standards are detailed in the “Values of Team Schein “ and Worldwide Business Standards Booklet.