

Welcome to New Zealand Post

We're excited about the possibilities that lie ahead. We're confident we'll realise the potential of our people, our plans for the future and our brand. We're an incredibly diverse and thriving business. This creates wide-ranging opportunities and a huge variety of jobs at Post.



Job Description

Telebusiness Manager

Job details

Division	Customer Experience	Grade	S12
Business area	Sales Retention	Location	Auckland
Reporting to	Team Leader Auckland Telebusiness	Revenue	\$4.0mil
Direct reports	Nil	Safety sensitive	No
Last updated	February 2017		

Job purpose

The Telebusiness Managers' purpose is to manage a portfolio of customers to the total value of \$4 million as well as to win new business with customers that do not presently use or partially use CourierPost, where customers have a revenue opportunity up to \$50k per annum. They will also generate and provide lead referrals through to the appropriate channels.

Telebusiness Managers need to have a broad understanding of the freight industry to be able to match customer needs and solve problems within the business operating parameters. Meet the risk/return needs of shareholders and exceed customer service expectations. The jobholder will have contact with both internal and external customers and will need to establish strong, positive and proactive relationships with the customers to enable our targets to be met and at the same time ensuring that the customer's needs are met. Telebusiness Managers are also required to prospect and win new business.

Role holder will be expected to exercise judgement and common sense when managing resources and lead referrals. Customer pricing and margins be managed within agreed parameters with commercial judgement a key factor.

Our organisation

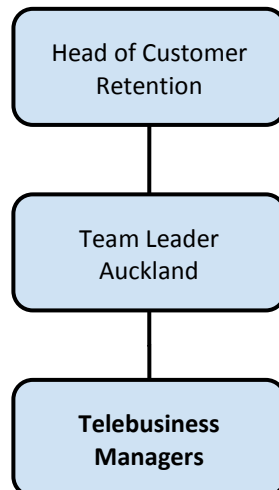
Around since 1840, New Zealand Post has a long history – and a great future. There are many of us – involved in postal, banking, communication, data management, logistics and distribution services – helping New Zealand run. Our eyes are firmly on the future and making sure we bring the best of it to our customers and communities.

The behaviours and attributes that are important to us:

- One team
- Do what's right
- Make it easy
- Raise the bar



My team



Key accountabilities

Specific accountabilities for this role include the following:

Accountability	Description
Safety & Wellbeing	<ul style="list-style-type: none">• Complies with the Company's safety and wellbeing policies and procedures and site rules.• Active involvement in safety and wellbeing rehabilitation• Reports on the identification of unsafe incidents or hazards• Ensures a high level of awareness regarding working safely in a fast paced working environment
Lead Generation	<ul style="list-style-type: none">• To qualify all leads• Pass all qualified leads through Business Managers for key accounts above \$50k per annum• Lead generation for complex or multi partner solutions (eg Pace, Contract Logistics, NZ Post)
Call Activities	<ul style="list-style-type: none">• Conduct 150 minimum calls per week• Co - target customers with a revenue opportunity of under \$50k per annum• Generate new business from calls with customers that do not trade with CourierPost• Plan and record customer conversations in Visual post and I customer
Revenue & Profit Growth	<ul style="list-style-type: none">• Identify and secure new business opportunities from new and existing customers



	<ul style="list-style-type: none"> ● Meets/Exceeds Sales Revenue On Target Earnings (OTE) ● Ensure all accounts have pricing that reflects their size, profile and relative profit expectations for CourierPost. ● Annual forecasting and monthly trading analysis is monitored and analysed to ensure that accurate revenue expectations are held.
Customer Management	<ul style="list-style-type: none"> ● Plan and execute call activity that ensures all customers are contacted in line with agreed call cycle ● Create with customers, an environment of openness, trust and integrity in their relationship with ECL and ensure customer confidence by maintaining and effectively communicating a full knowledge and understanding of ECL products and services, relevant market trends and competitor ● Development and execution of high quality business relationships with each customer ● Champion Online Solutions with customer

Key behavioural competencies

Competency	Description
Negotiating	<ul style="list-style-type: none"> ● Can negotiate skillfully in tough situations with both internal and external groups. ● Can settle differences with minimum noise ● Can win concessions without damaging relationships ● Can be both direct and forceful as well as diplomatic ● Gains trust quickly of other parties to the negotiations ● Has a good sense of timing
Focuses on the Customer <i>(Customer Focus)</i>	<ul style="list-style-type: none"> ● Is dedicated to meeting the expectation and requirements of internal and external customers; ● Gets first hand customer information and uses it for improvements; ● Acts with customers in mind; ● Establishes and maintains effective relationships with customers and gains trust and respect.
Learns on the fly <i>(Learning on the fly)</i>	<ul style="list-style-type: none"> ● Learns quickly when facing new problems; ● A relentless and versatile learner; ● Open to change; ● Analyses both successes and failures for clues to improvement; ● Experiments and will try anything to find solutions; ● Enjoys the challenge of unfamiliar tasks, quickly grasps the essence and the underlying structure of anything.
Gets things done <i>(Action Oriented)</i>	<ul style="list-style-type: none"> ● Enjoys working hard; ● Is action oriented and full of energy for the things he/she sees as challenging; ● Not fearful of acting with a minimum of planning; ● Seizes opportunities.
Gets on with others <i>(Interpersonal Savvy)</i>	<ul style="list-style-type: none"> ● Relates well to all kinds of people, up, down and sideways, inside and outside the organisation; ● Builds appropriate rapport; ● Builds constructive and effective relationships; ● Uses diplomacy and tact; ● Can diffuse even high tension situations comfortably.



Key relationships

Internal:

- National Telebusiness Team Leader
- Regional Sales Managers
- Other ECL Sales Managers within Contract Logistics & Pace
- ECL Marketing Team
- Nationwide Account Managers

External:

- Customers (existing, new & prospective)

Qualifications/Experience

Qualifications	Essential <ul style="list-style-type: none">• NCEA Level 3 or equivalent Desired <ul style="list-style-type: none">• Sales or service qualification
Experience	Essential <ul style="list-style-type: none">• Proven sales experience• Previous cold calling experience
Skills	Essential <ul style="list-style-type: none">• Intermediate MS Office

The Company reserves the right to amend the job description, in conjunction with you, as the business needs change.

