

Position Description - Sales Support Brand Ambassador - March 2017

The intent of this job description is to provide a representation of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform tasks other than those specifically presented in this description.

Position Summary

The Sales Support Brand Ambassador supports our most excellent customers and consumers with relevant, timely, accurate information and support, in a professional way. This role covers a broad range of Sales Support activities, including but not limited to:

- Phone answering, visitor handling and email processing;
- Order generating, taking and processing;
- Customer (people we sell to) and consumer (people with our product) contact and proactive problem solving;
- Customer relationship building, including in store training and merchandising to support our key retail partners as required; and
- Other sales support activity as required.

In your first 90 days we expect you'll achieve the following:

- Become a real 'phil&teds head', as evidenced by your can do attitude, a willingness to take risks and explore new options and the ability to adapt&survive and live your life without limit;
- Complete onboarding including understanding your team's vision and goals for the year;
- Achieve a basic level of product knowledge through hands on training to support you in your role;
- Build a good relationship with all your colleagues, especially those within your immediate team and other sales support teams in our global offices; and
- Establish relationships within both the New Zealand and Australian retailer channel.

Success in this role will be a feature of:

- Your interpersonal and communication skills as a trusted first point of contact who can be relied on to get it right the first time, and always put our customer first;
- Your understanding of our products functionality and compatibility and a ability to problem solve customer issues; and
- Delivering outstanding customer service to our customers and consumers.

Key Relationships RASCIO

This position is located within the NZ/AU Sales Support team in Wellington, New Zealand and is:

- RESPONSIBLE for sales support activities;
- ACCOUNTABLE to the NZ/AU Sales Support Team Leader;
- SUPPORTS all teams, globally;
- CONSULTS and is consulted as required;
- INFORMS and is informed as required; and
- OMITTS as required.

Other Matters: All terms and conditions of employment are fully set out in the current employment contract, of which you have a copy of which are summarised:

Hours of Work: This is role full-time based on a 40 hour working week, noting that more or less hours may be required by you from time to time in order for you to fulfil this role successfully. In addition, you may need to travel and work outside these hours.

Travel: Travel on behalf of the company is a normal part of your role in our business. If working on behalf of the company outside your country of residence, there is a flexible arrangement regarding how we use time in lieu, however we do not expect to pay compensation for doing so. You must also maintain a clean car driver's licence and be available for some local travel.

Holidays and leave: These are determined by NZ law.

Other entitlements: You are entitled to staff buying privileges.

Termination: Either party may terminate this employment agreement by giving four weeks notice to the other party. In the event this agreement is terminated by the employer for redundancy, you shall not be entitled to redundancy compensation.

Resolving problems: We both want the employment relationship to run smoothly. Please raise any problems so that we can help to resolve them.

Confidentiality: In the capacity of your role, you will have access to confidential financial information, records, and data, which is to be kept confidential, and this confidentiality is a condition of your employment contract. This information shall not be disclosed to anyone under any circumstances, except to the extent necessary to fulfil your job requirements. It is your duty to maintain confidentiality, even in the event you no longer employed.

Salary Band: The salary is \$36,000 gross pa. The salary band for this role is \$36,000 - \$42,500 plus bonus opportunities. Any salary increase within this range will be determined by your progression.

I, _____, confirm that I have read and understood the position description.

Date / /

Our Business - A Summary

Phil and Teds Most Excellent Buggy Company Limited (“**phil&teds**”), is a private – family like - New Zealand support office for our global partners, that designs, manufactures and distributes juvenile products carrying its brand, **Mountain Buggy**, as well as **mokopuna 100% merino** clothing for 0 – 4 year olds & maternity. Our business purpose is to build a large sustainable business, primarily in the juvenile channel, by seeking an outstanding contribution from our 1st class people - we hire the best people we can and back then to succeed, rewarding them with new opportunities, and a unique culture and spirit - from the fusion of our ‘4 pillars’:

1. **Product:** uniquely appealing product set that is differentiated and relevant, and solves problems
2. **Brand positioning:** known, compelling brand proposition(s) (authentic positioning, understood and coveted)
3. **Sales Distribution Channels:** committed, effective sales channels (accessible committed, passionate advocates)
4. **Quality Supply Chain:** efficient & quality assured supply chain (cost effective, reliable and scalable)

We work hard to create business methods to enable us to do this.

phil&teds phil-osophy, values and goals

Phil&teds New Zealand is the Support Office for our global partners. We create products for parents who want to escape nursery prison and live a life without limit. From small-town New Zealand we support over 50 countries and are lucky to have c.150 employees, who we call phil&teds heads, as well as retail and sales partners. We’re mad about our people and retaining our unique culture: phil&teds most excellent spirit!

We seek to be the brand of first choice, for parents... Through:

- a. products exhibiting design innovation;
- b. great brand experience, and;
- c. our ‘most excellent’ spirit.

Some of the ways we aim to achieve this are: to be clear in our values and principles; be passionate about what we do; have a partnership approach; be brand builders not traders; be as direct as possible; innovate rather than copy, and; operate with integrity and teamwork, & with quality relationships.

We’re a builder of brands: phil&teds, Mountain Buggy and mokopuna 100% merino. We believe positioning & storytelling is key to building a sustainable long term business.

Our business objectives 2017 - to inspire families to escape nursery jail and live life without limit.

Your goals and activities will support phil&teds’ Strategic Plan in 2017, which is:

- BUILD COMPETITIVE ADVANTAGE IN SALES
- MAKE AUTHENTIC CUSTOMER CONNEXIONS
- GROW SALES IN EVERY REGION
- IMPROVE BUSINESS EFFICIENCY
- STRENGTHEN ORGANISATIONAL CAPACITY & CULTURE
- EXECUTE WELL & SUSTAINABLY

OUR FOUNDATION: Have fun and make money!