

Position description - Sales Support Brand Ambassador

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** is sales driven and seizes the opportunity to support our most excellent customers (retailers and consumers) with relevant, timely, accurate information and support, in a professional way. The key to success in this role is to be sales driven, a trusted point of contact who can be relied on to get it right first time, and always put our customer first. This role is based in Fort Collins, Colorado, USA and reports to the USA/CAN Sales Support Team Manager.

This role encompasses the following functions:

<p>Retailer, Consumer & Webshop Support</p>	<p>Retailer Support;</p> <ul style="list-style-type: none"> ● Manage retailer payments ensuring that invoices are paid within their pre agreed due date, and chasing any payments which have become overdue. ● Processing retailer indent orders and co-ordinate timing of delivery with warehouses. ● Process retailer invoices daily to ensure that goods shipped have been charged to the customer. ● Provide early market feedback to the sales support leader regarding – order patterns, competitor activity, Stock issues, customer service issues, customer requirements and account and credit risk. ● Be a phil&teds’ head spreading our message throughout our retailer network, ensuring retail staff understand our brand, our philosophies and our products unique selling proposition. ● Create and develop proactive and interactive sales focussed relationships with retailers in order to increase revenue for both parties ● Communicate regularly with the sales leader and brand ambassadors to ensure the “account plans” are being achieved, and issues and opportunities addressed. ● Manage day to day relationships with our warranty providers/warehouse staff ensuring they have correct stock levels and meet service benchmarks. ● Provide support to sales leader in the distribution of new product comms, newsletters and general market comms. ● Answering phone calls and emails from retailer partners. Making outward bound calls to retailers. ● Influence retailer stock levels through identifying gaps and prompting orders. ● In store training and merchandising to support our key retail partners. ● Maintain in house showroom/training products to reflect current range, and relevant legacy models. <p>Consumer Support;</p> <ul style="list-style-type: none"> ● Have, build and maintain an intimate knowledge of customer needs and our responses, in turn providing proactive suggestions/solutions to increase revenue. ● Continue to build and develop the companies knowledge base. ● Provide consistent warranty solutions, in line with our plain&simple warranty policy, and all international sales support teams, working towards our Zero defects policy and with a view to reduce warranty costs. ● Customer/Consumer contact and problem solving. ● Handle complaints positively and productively should they arise. ● Provide service to consumers in need of warranty and or spare parts via our web portal, knowledge base, phone and email. 	<p>90%</p>
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	<p>Webshop Support;</p> <ul style="list-style-type: none"> ● Answer consumer emails relating to: product questions, web shop services and lead times, warranty issues & order returns and miss deliveries. ● Webshop order processing. ● Check orders for fraudulent activity. ● Provide timely answers with the view to grow sales via webshop chat function. 	
<p>International & Team Support</p>	<ul style="list-style-type: none"> ● Training on processes, products & culture. ● Support when needed. ● Cross training of work between team members and teams. 	<p>10%</p>

In addition, the role will likely change and evolve over time, so you'll be expected to be able to 'adapt&survive' and be flexible in terms of meeting future needs.

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

- Build strong sale focussed relationships within both the USA/CAN retailer channel.
- Work with sales leaders and forecasting team to monitor stock outages, and look for indicators of potential stock shortages within markets.
- Offer a proactive service, as opposed to a reactive service, as evidenced by: finding stocking opportunities within the retailer channel for existing and new product / being aware of, and understanding any production changes and how these affect product and product compatibility.
- Build and maintain a good relationship with all your colleagues, especially those within your immediate team and other worldwide customer care teams.
- Becoming a real 'phil&teds head', as evidenced by: A can do attitude, willing to take risks and explore new options, and the ability to 'adapt&survive'.
- Achieve your performance goals (to be determined with Team Leader) and embrace course correction where necessary

Success in this role will be a feature of:

- Persistent effort into building a loyal retailer/consumer base over a prolonged period of time.
- Understanding of our products USP's.
- Understanding of our products functionality, compatibility, and fixes for any issues which arise.
- Be focussed on sales. Have fun, make money!
- Working closely with our QA and engineering team for knowledge on PCR's, warranty trends, and also building a close relationship with all our International care teams.
- Delivering outstanding customer service to retailers and end consumers alike.
- Be willing to build sound relationships and be someone they can be relied on to get it right first time.

Resolving problems: We both want the employment relationship to run smoothly. Please raise any problems so that we can help to resolve them. The starting salary for this role starts at \$30,000 gross, per annum.

This is a full time position. This is based on a 40 hour working week, Monday to Friday. As this is a salaried position, more or less hours may be required by you, in order for you to fulfil this role successfully. In addition, you may need to travel and work outside these hours. 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.

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% pure New Zealand 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 them to succeed, rewarding them with new opportunities, and a unique culture and spirit – from the fusion of our ‘4 pillars’:

1. **Product:** differentiated and relevant, that solves problems
2. **Brand Positioning:** known & compelling.
3. **Sales Distribution Channels:** passionate advocates
4. **Quality Supply Chain:** efficient & quality assured

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

phil&teds philosophy, 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 over 70 employees, who we call phil&teds heads, here. Plus over 30 other employees around the world, 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% pure merino clothing. We believe positioning & story telling as key to building a sustainable long term business.

Our business objective: to ensure parents escape nursery prison and live a life without limit.

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

- 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!