

Position Details			
Position Title	Customer Support & Sales Manager	Position Number	
Business Unit	Livestock Exchange		
Department	Customer Support & Sales		

Company Statement
Livestock Exchange (LE) is a subsidiary of ITS Global that delivers innovative livestock solutions to all segments of the red meat value chain, including traceability, animal performance and sales transactions. It currently has operations in Australia, Canada and the US and is targeting the sale of new and existing products to other global markets.

Position in Context
Managers Title Operations Manager
Context This position is one of 3 reports to the Operations Manager, Livestock Exchange. Other roles reporting to the Operations Manager are the Project Manager & Business Analyst (x2).
Supervises Customer Support Team

Primary Objective
The Customer Support & Sales Manager role will drive continued sales of the LE product suite and is responsible for ensuring customers of Livestock Exchange are adequately supported in the use of the business' software and hardware solutions. The CS&S Manager will engage with Industry participants in the value chain and identify areas when innovative solutions can be provided to create efficiencies and value-add in the livestock supply chain.

Key Accountabilities
<p><u>Sales</u></p> <ul style="list-style-type: none"> • Input into budget process as required & responsibility for meeting sales targets • Generate consistent & quality sales leads and transfer them into closed sales • Establishing sales plans, structured sales methodologies including lead generation, quoting and follow up • Input into marketing and promotional material as required • Enhance the visual presence in the red meat industry for LE and increase awareness of the LE product offering • Identify new product offerings and service gaps in the LE business <p><u>Product Support</u></p> <ul style="list-style-type: none"> • Provides effective support for software products sold through the business, computer systems and networks • Manages the complete recording of customer support incident requests by all Team members • Reports on customer support activity and analyses activity data, actively seeking continuous improvement of support services and product quality • Maintains current knowledge of the functionality of software products prior to release to customers • Verifies correct program functionality prior to release to customers and reports issues to the Software Development Team <p><u>Customer Relationship Management</u></p> <ul style="list-style-type: none"> • Maintains a focus on providing quality customer service in line with ITS Global's Core Values, ensuring regular and appropriate communication with customers • Manages customer expectations for new product development and release <p><u>People Management</u></p> <ul style="list-style-type: none"> • Build and develop staff through strong leadership, performance management and delegation • Manage the performance of supervised employees to ensure they meet their performance objectives • Facilitate and prescribe employee development opportunities to enhance their capabilities • Educate staff in the use of the business' software products • Support & coach staff to improve performance • Conduct annual performance reviews <p><u>Stakeholder Management</u></p> <ul style="list-style-type: none"> • Maintains a strong working relationship with LE R&D, Livestock Link and RIPL teams. • Assist in the establishment and implementation of procedures for handling product support calls and customer communication • Manage External stakeholders (suppliers, customers, industry) and educate on processes where required • Negotiate sales contracts and pricing in conjunction with the Operations Manager • Establish and maintain an understanding of competitors, their product offering and pricing structure

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Dollar Impact Management
<input type="checkbox"/> Revenue / Sales \$0 <input type="checkbox"/> Expenditure \$0 <input type="checkbox"/> Staff \$0 <input type="checkbox"/> Asset Management \$0

Breadth
This role acts as a primary interface between the business and its customers and as such has a high level of interaction between Management, Development and Operational teams. .

Interpersonal Skills
<p>Regardless of with whom communication is required, at all times communication is to be professional, courteous and in line with corporate standards with a genuine desire to assist where required within authority constraints. Special care needs to be taken when communicating in non-verbal forms such as email as tone or intent may not be correctly conveyed and cannot always be assumed. It is good practice to proof-read your communications prior to distribution to avoid potential conflict that may arise from misinterpretation.</p> <p><u>Internally</u></p> <ul style="list-style-type: none"> • Maintains calm and exhibits professionalism in all business communications • Communicates clearly, regularly and effectively, using approaches suitable to the audience • Provides a key link between customers and internal teams, understanding and communicating customer requirements for input into sales and product development • Is flexible and adapts readily to change. Establishes organisational processes that foster responsiveness and readiness to change • Seeks approval as required for expenditure and staff decisions <p><u>Externally</u></p> <ul style="list-style-type: none"> • Responds in a timely manner to all external enquiries • Maintains ownership for customer support calls, ensuring regular communication on progress • Employs appropriate strategies for successful education of customers, ensuring relevance of content based upon whether demonstrating a product to a potential new customer or training existing customers in the use of a product. • Conflict resolution with external parties for the ITS business • Documents communications with parties for reference

Knowledge & Experience	
Desirable	Mandatory
<ul style="list-style-type: none"> • Successful sales history • Tertiary qualifications in Agriculture • Experience in customer and staff training • Business and commercial orientation, an understanding of business processes, demands, constraints and realities • Project management experience • Demonstrated experience in providing technical support for software applications and systems 	<ul style="list-style-type: none"> • Minimum 2 years in a staff leadership role • Experience in the livestock and red meat industry • Proven written and verbal communication skills • Strong customer service ethic • Strong leadership skills • Experience in managing teams and staff performance management

Judgement
<ul style="list-style-type: none"> • Ensures a positive corporate message is communicated with customers and staff • Implements efficient processes and influences behaviours of staff • Understanding of emerging issues, trends, policies and provides input into strategies designed to avert risk and build business • Accepts responsibility for decisions and team performance

General Competencies	
Managing Self	<ul style="list-style-type: none"> • Able to think logically and solve problems • Acts responsibly and consistently with ITS Global Core Values • Self-motivated and sets targets
Managing Relationships	<ul style="list-style-type: none"> • Contributes to team effectiveness, accepts and supports management decisions • Motivates staff

	<ul style="list-style-type: none">• Influencing strategies• Maintains professionalism in all aspects of work• Fosters open communication within the Team• Effectively trains and mentors team members
Managing Work	<ul style="list-style-type: none">• Project Management skills• Ensures all customers are provided a consistent service experience• Completes assigned tasks within agreed timeframes• Concerned with outcomes• Accepts management responsibility – makes quality decisions and encourages collaborative behaviour
Managing The Business	<ul style="list-style-type: none">• Actively analyses staff performance• Identifies opportunities for business and communicates these appropriately
Technical Competencies	
<ul style="list-style-type: none">• Ability to analyse, diagnose and resolve software application, basic hardware and networking issues• Strong understanding of devices used in customer sites and how to diagnose and resolve issues with those devices, including RFID readers, scales, displays and gate control systems	
Other Comments	
Legislation	<p>This role must be aware of potential legislative issues related to ITS Global’s software products in the countries in which ITS Global operates, including but not limited to:</p> <ul style="list-style-type: none">• Animal disease and traceability• Privacy and information security, including data storage and accessibility in installed applications and web sites
Delegated Authorities	\$0.