



**ABODO**

# Position Description

<b>Position Title:</b>	<b>Showroom Ambassador</b>
<b>Reports to:</b>	South Island Area Manager
<b>Full/Part time:</b>	Part time Position (20 hours per week, Tuesday – Saturday)
<b>Location:</b>	2340 Cardrona Valley Road, Wanaka

## Main Purpose

The purpose of this role is to front the new Abodo Showroom in Wanaka and provide sales support for the South Island Area Manager.

## Role Profile

The showroom role is a hands-on position working with walk-in homeowners, builders and architects. The role must demonstrate good attention to detail, as well as the engagement of all customers in a friendly and professional manner.

## Key Responsibilities

Performance Areas	Key Accountability Details	% of Role
<b>Architectural Showroom and Promotion</b>	<ul style="list-style-type: none"> <li>▪ Friendly greeting for all showroom visitors</li> <li>▪ Answering customer questions on all Abodo architectural products. Provide technical data sheets and brochures as required</li> <li>▪ Recording and subsequent follow up of all sales leads into HubSpot CRM database</li> <li>▪ Attending trade shows as required</li> <li>▪ Ensuring all South Island customers receive architectural samples as ordered, professionally wrapped and in branded packaging</li> <li>▪ Liaison with local architects and merchants, including dropping off samples</li> <li>▪ Flexibility to call into the showroom outside normal hours to meet important customers</li> </ul>	65
<b>Sales Support and administration</b>	<ul style="list-style-type: none"> <li>▪ Prospecting for new leads and passing on to Area Manager</li> <li>▪ Personal Assistant to the Area Manager to assist in managing customer appointments</li> <li>▪ Entering sales orders into Timber Smart system</li> <li>▪ Following up customers to ensure all sales orders are signed off as correct</li> <li>▪ Acting as a point of contact for local merchants and builders supplying updates on delivery timeframes and track and trace details</li> <li>▪ Liaising with all local suppliers for the Showroom. Stocking Show room with tea / coffee and cleaning supplies</li> <li>▪ Managing local supply of samples and liaising with Production Manage to replenish supply</li> <li>▪ Managing a small stock of accessory inventory</li> </ul>	25

<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Safety awareness when operating in the Showroom</li> <li>▪ Ensuring all visitors sign in and are aware of the site health and safety procedures</li> <li>▪ Promptly reporting any workplace safety incidents and Identification of any workplace hazards</li> <li>▪ Providing suggestions on how health and safety could be improved</li> </ul>	10
<b>Total</b>		100%

### Application of Skills and Knowledge Required

Key Accountabilities	Key Accountability Details
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Enjoys meeting new people</li> <li>▪ Dedication to providing great customer service</li> <li>▪ Product champion for all Abodo products</li> </ul>
<b>Attention to detail</b>	<ul style="list-style-type: none"> <li>▪ Timely and accurate data entry of sales orders</li> <li>▪ Able to quickly track customer orders and delivery</li> </ul>
<b>Time Management</b>	<ul style="list-style-type: none"> <li>▪ Manage time effectively to deliver a prompt response for all customer enquiries</li> </ul>

### Key Attributes Required

Attribute	Demonstration of Attribute
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>▪ Management of samples stock and liaison with HO</li> <li>▪ Proactive follow up and management of deliveries</li> <li>▪ Good telephone manner. Positive and supportive</li> </ul>
<b>Resilience and Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ The ability to work independently</li> <li>▪ Come up with clever ideas about a given topic or situation, or to develop creative ways to solve a problem</li> </ul>

### Desired Qualifications and Experience

Skill	Level of Competency
<b>Industry Training</b>	<ul style="list-style-type: none"> <li>▪ Training and experience in timber sales and construction</li> </ul>
<b>Systems Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Computer literacy, including experience using standard Microsoft applications, namely Outlook, Excel and Word</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Excellent written and verbal communication skills</li> </ul>

## Key Relationship's

<b>Internal</b>	<ul style="list-style-type: none"> <li>▪ South Island Area Manager</li> <li>▪ NZ Sales and Technical Director</li> <li>▪ Architectural Operations team Leader</li> <li>▪ Customer Services Team Auckland</li> <li>▪ Production Manager</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>▪ Key Customers or Suppliers</li> <li>▪ Company visitors</li> <li>▪ Architects</li> </ul>

<b>Reports</b>	
<b>Direct</b>	▪ None
<b>Indirect Reports</b>	▪ None

<b>Limits of Financial Authority</b>	▪ As Per Delegated Authorities Matrix
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The duties contained in this Position Description may be modified and updated by the Employer from time to time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

PD Created:	Jan 2020	PD Last updated:	29 January 2020
Manager: (Signature)		Position Holder: (Signature)	
Updated by:	Tony Coombe		