

Phoenix Contact
STATE SALES MANAGER

PXC PD 1.15

POSITION SPECIFICATIONS

Position Reports To	National Sales Manager
Direct/Indirect Reports	State Sales Engineers, Application Engineers and State Internal Sales & Technical Support
Financial and/or Other Delegation/s	As per company policy
Version	October 2024

SCOPE OF THE ROLE

The State Sales Manager is responsible for the profitable sales of Phoenix Contact products within a defined region including the effective service of local major customers through personal representation and contact, responsive to the company's strategic direction and functional needs. The Sales Manager is also responsible for effective management, leadership and motivation of sales and support staff including and not limited to co-operation, communication and assistance to other divisions of the company.

KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

PROFITABLE SALES AND MARKETING

- Achieve and project sales, margins & profit for the state, work with the branch team.
- Specifically, responsible for management of key and major accounts, including consultants and government departments.
- Participate in the development of sales policy, recommending product line revision as well as price changes.
- Assist in the development of annual business plans, budgets and quotes.
- Monitor costs in the branch to budgeted levels.
- Control distribution of products and services within the branch to ensure maximum profitability and appropriate product mix.
- Identify new market opportunities and liaise with National Sales Manager, Marketing Communications Manager and Product Managers.
- Participate in product launches, promotions and training of staff.

ACCOUNT MANAGEMENT

- Promote positive relations with existing customers and maintain contact with customers and major accounts.
- Promote sales growth within the business and champion new account acquisitions.
- Actively pursue new business accounts in all product groups.
- Prepare proposals, respond to tenders and supervise agreements with clients.
- Appraise customer's future requirements and supply written forecasts for product supply to ensure continual delivery as required without exceeding agreed company stock holding.
- Review the performance of major accounts.

BRANCH MANAGEMENT

- Direct and motivate the sales team and measure their performance against agreed objectives.
- Liaise with staff to ensure product knowledge is updated and maintained as required.
- Recruit necessary sales staff and oversee their training & development.
- Performance counsel staff, as required.
- Deal with customer complaints promptly and effectively.

ADMINISTRATION

- Ensure top 3 Account Plans are submitted to National Sales Manager for weekly review.
- Prepare monthly sales reports for the National Sales Manager, including sales activity, market trends, sales results, customer visit cycles and competitor activities.
- Liaise with accounting department regarding customer credit limits and debt collection.
- Liaise with Logistics Manager to ensure product delivery times and accurate forecasting.
- Liaise with other state branches as appropriate to maximise group objectives and profitability.

COMMUNICATION

- Participate in weekly National Sales Meeting and actively participate in formal and informal communication to further the aims of the individual, the team & company.

- Seek out information required to perform tasks effectively and efficiently and to better understand your job, the business and the environment in which we operate.
- Communicate with all other employees with respect and integrity.
- Schedule and conduct regular team meetings/information sessions.
- Commit to listen and understand others, act on ideas and suggestions, share relevant and accurate information and provide timely feedback when required.

OCCUPATIONAL HEALTH AND SAFETY

- Contribute to the provision of a safe working environment by:
 - taking care to protect personal health and safety at work
 - not adversely affecting the health and safety of other employees
 - identifying and rectifying where possible, hazards in the workplace
 - complying with all reasonable instruction and safety using equipment provided
 - reporting any incidents or near misses which may occur
 - complying with all Phoenix Contact policies and procedures.

QUALITY/CONTINUOUS IMPROVEMENT

- Actively support the requirements of Phoenix Contact's Quality systems by maintaining Company documentation and procedures.
- Continually review work practice and recommend ways in which practice, systems and/or processes can be improved.
- Participate in activities that address improving performance and actively promote improvement.
- Improve both internal and external customer focus.

PRIVACY RESPONSIBILITIES

- Any personal or sensitive information collected in the course of performing your duties is to be used only for the purpose for which it was collected.

ENVIRONMENTAL SUSTAINABILITY AND MANAGEMENT

- Comply with relevant Australian Government environmental legislation, regulations and policies and other leading practice requirements to;
- Consider sustainability issues in the planning and management of Phoenix Contact Ltd activities;
- Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy water and natural resources; through both technical and staff-based initiatives
- If applicable to your position or area of responsibility, set, meet and periodically review environmental objectives and targets;
- Adhere to the principles of the *Environmental Policy*
- If required, communicate the *Environmental Policy* and Environmental Management System to staff, contractors, suppliers, consultants and volunteers;
- If required, provide environmental awareness and training to ensure staff throughout Phoenix Contact are aware of their environmental roles and responsibilities;
- Play a role in striving for continual improvement of environmental performance through the monitoring of our achievements on a regular basis and reporting to relevant stakeholders

PHOENIX CONTACT CODE OF CONDUCT

- Adhere to the principles outlined in the Phoenix Contact Group Code of Conduct.
- Consider the code of conduct in the planning and management of Phoenix Contact Ltd activities by:
 - Making decisions and conducting activities within established guidelines.
 - Demonstrate respect, fairness, and integrity as the foundation of all your daily interactions.
 - Adhering to occupational health and safety requirements as per relevant Australian Government legislation.
 - Safeguarding the personal data entrusted to you by others.
 - Respecting and maintaining the integrity of fair competition.
 - Avoiding any conflicts of interest between private and business interests.
 - Exercising diligence when handling relevant information, expertise, and intellectual property belonging to Phoenix Contact and third parties, while implementing appropriate protective measures.
- If required, communicate the *Phoenix Contact Group Code of Conduct* to staff, contractors, suppliers, consultants, and volunteers.

SUMMARY OF KNOWLEDGE, SKILLS AND COMPETENCIES REQUIRED

KNOWLEDGE, QUALIFICATIONS AND/OR EXPERIENCE:

- Electrical or electronics engineering degree.
- Three to five years' experience working with or in a defined target market.
- Proven successful record of developing new business.
- Project management and solution selling skills.
- A background in technical sales and new business development.

- Experience selling Phoenix Contact products.
- Commercially astute with strong business acumen.

SKILLS AND COMPETENCE:

- A high level of written & oral communication, negotiation and selling skills.
- Results/Achievement orientation, Teamwork and co-operation.
- Time management, particularly the ability to prioritise.
- Interpersonal understanding, e.g. the ability to relate well to all types of people.
- Knowledge of Phoenix Contact policies and office procedures.
- Relationship building with customers, Sales presentation, Professional approach.
- Planning and organisational skills, Project management.
- Commercial awareness, Product knowledge and Customer Service orientation.

EMPLOYEE ACKNOWLEDGEMENT:

Incumbents Name	
Signature	
Manager's Name	
Signature	