

# Phoenix Contact Strategic Account Manager

PXC PD 7.0

## POSITION SPECIFICATIONS

Position Reports To	State / Regional Sales Manager
Direct/Indirect Reports	Nil
Financial and/or Other Delegation/s	As per Company Policy
Version	January 2025

## SCOPE OF THE ROLE

The Phoenix Contact Strategic Account Manager is responsible for the development of new business and the expansion of existing business for all Phoenix Contact products within your portfolio in accordance with the company's policies, budgets and customer expectations. This position is also responsible for achieving customer satisfaction through the ongoing provision of customer service and technical advice/support and is expected to liaise with other sales staff within the business regarding both customer service issues and product management and marketing.

## KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

### PROFITABLE SALES OF PHOENIX CONTACT PRODUCTS

- To lead, manage & fully develop the sales for the Phoenix Contact Product range.
- Manage local Key Accounts that fall within your portfolio.
- Maintain a level of knowledge of the day-to-day market developments and accurately assess the opportunities available.
- Initiate action to take advantage of sound well researched opportunities.
- Plan, develop and implement strategies to penetrate Phoenix Contact products into accounts and potential accounts within your portfolio.
- Identify key decision makers within organisations and market Phoenix Contact products to them with the intent of having Phoenix Contact products specified for use.
- Develop and maintain relationships with key consultants and contractors.
- Review the performance of key accounts and continually work with them and address their issues to maximise sales opportunities.
- Actively promote a positive image of the Phoenix Contact business in all categories.
- Keep up to date with new produce releases and ensure that these are appropriately delivered to customers.
- Prepare proposals, respond to tenders and supervise agreements with customers.
- Liaise with the Accounts Department regarding customer credit limits & debt collection.

### CUSTOMER SERVICE AND TECHNICAL ADVICE/SUPPORT

- Maintain customer satisfaction at all times.
- Handle customer service enquiries and liaise with the appropriate branch and/or staff to get these resolved and raise NCAR form on every occasion of a customer complaint.
- Provide a high level of sales and technical support for customers, including organising and disseminating information as required.
- Contact customers to arrange and organise training seminars, products demonstrations and launches.
- Deal with customer requirements professionally, promptly and effectively. Involve other personnel at either the branch or national level where appropriate.
- Ensure the customer is informed if products are unavailable in terms of delivery date.

### PRODUCT AND MARKET DEVELOPMENT

- Maintain current knowledge of new product development in the market and be able to answer customer enquiries.
- Be familiar with competitors' products and prices.
- Attend industry exhibitions and be involved with relevant trade associations to enhance knowledge of market.

### SALES ADMINISTRATION

- Disseminate technical and pricing information, brochures and other promotional information to customers and potential customers.

- Maintain customer database information.
- Participate in Branch Stock-takes as required.

#### **OTHER**

- Maintain product catalogues, manuals, price lists and other company material.
- Maintain records of all sales calls made, quotations, customer correspondence, sales strategies and sales forecasts.
- Compile a monthly report of sales activity in region for the State Manager.
- Prepare and maintain weekly call register.
- Maintain current knowledge of operations and technical attributes of all products sold by Phoenix Contact through reading, research and asking questions.
- Attend regular branch/sales meetings as required.
- Establish and foster new Customer Relations.

#### **COMMUNICATION:**

- Actively participate in formal and informal communication to further the aims of the individual, the team and the 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.
- Attend 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.

#### **WORK 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 company policies and procedures.

#### **QUALITY / CONTINUOUS IMPROVEMENT**

- Actively support the requirements of company 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:

- Proven successful record of field sales achievement.
- A background in technical sales & account management.
- 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	