

**Phoenix Contact**  
**AUTOMATION SALES ENGINEER**

PXC PD 1.23

### POSITION SPECIFICATIONS

Position Reports To	State Sales Manager
Direct/Indirect Reports	Nil
Financial and/or Other Delegation/s	As per company policy
Version	October 2024

### SCOPE OF THE ROLE

The Phoenix Contact Automation Sales Engineer is responsible for the development of new business and the expansion of existing business for all Phoenix Contact products within the Industrial Automation 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

- Meet/exceed sales growth objectives as established by the National Sales Manager.
- Focus on the opportunities with automation customers by averaging a minimum of 10 sales calls/Seminars per week.
- Utilize Phoenix Contacts nominated CRM software as the primary customer planning, reporting, measurement and opportunity tracking tool.
- Demonstrate technical competence on all products/solutions within area of focus.
- Work independently to manage and develop channel partners through utilization of joint sales activities, trainings and mutual action plans.
- Assist in the sales promotion and technical support of packaged control systems and end to end solutions.
- Maintain a level of knowledge of the day-to-day market developments and accurately assess the opportunities available.
- 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 engineer, 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.

#### OCCUPATIONAL HEALTH AND SAFETY

- Understand your OHS&W responsibilities under the legislation and provide workplace leadership to employees to follow the company's policies and procedures.
- Ensure that all aspects of Phoenix Contact OHS&W Policies and Procedures are communicated and implemented and where necessary, enforced through appropriate disciplinary procedures.
- Provide appropriate support to injured workers and assist in employee rehabilitation, as required.
- Conduct/participate in regular workplace audits and ensure that workplace hazards are controlled.
- Regularly consult with employees on OHS&W matters as they affect their workplace.

## **QUALITY/CONTINUOUS IMPROVEMENT**

- Actively support the requirements of Phoenix Contact Quality systems by maintaining Company documentation and procedures.
- Ensure that product master data loaded into the company ERP system is accurate from a marketing and product launch perspective.
- 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.

## **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.

## **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 Engineering degree preferred.

- 3 + years external field sales experience required.
- Outstanding communication skills – written, verbal and listening.
- Self-motivated with the ability to learn and adapt quickly.
- Strong interpersonal and negotiation skills.
- Electrical/electronic industry sales experience preferred.
- Experience in working with engineers, consultants, system integrators and contractors.
- Initiative – the understanding of what action needs to be taken and completing these tasks while seeking the perspective of others.
- Comprehensive Thinking (Personal Credibility) – taking personal responsibility for mistakes; does what he/she commits to and is honest and forthright.
- Collaboration – works as a team player to make a difference within the business and expresses gratitude and appreciation to others who have provided information, assistance and support
- Willingness to Learn – handles change through taking advantage of lifelong learning opportunities and is open minded and curious to face new challenges.

#### **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.

#### **EMPLOYEE ACKNOWLEDGEMENT:**

<b>Incumbents Name</b>	
<b>Signature</b>	
<b>Manager's Name</b>	
<b>Signature</b>	