
POSITION DESCRIPTION

Sales Support Coordinator



Reports to	Business Administration Manager
Group Division/Function	Delegat USA – Global Sales & Marketing
Location	San Francisco
Date Published	4 May 2015

ROLE PURPOSE

To provide a high level of support to the sales and office teams through effective coordination of the Tasting Program, implementation of brand materials, and other general administration.

KEY ACCOUNTABILITIES

Responsibility Area	Description
National Tasting Program Coordination (50%)	<ul style="list-style-type: none">- Coordinate recruitment of Tasting Hosts, including short-listing applicants, conducting phone interviews, coordinating in-person interviews, preparing employment agreements and payroll paperwork in conjunction with the Payroll team in Corporate Office.- Coordinate provisioning of materials and resources for Tasting Hosts.- Liaise with sales managers to schedule and confirm tastings with accounts and Tasting Hosts.- Collect tasting reports and approved timesheets from sales managers and coordinate with the Payroll team for processing.- Create annual business plans by market for your region- Maintain tasting host analysis dashboard, update with new tasting reports weekly.- Conduct 1-2 in-store tastings per month to build consumer understanding; maintain brand / product knowledge and directly contribute to the company's sales success through its Tasting Program.- Contribute to best practice documentation and training.- Obtain and renew necessary permits for all Tasting Hosts.

Sales Support and Meeting Coordination (30%)	<ul style="list-style-type: none"> - Support the Business Administration Manager with induction of all US Sales staff including arranging travel and hotels, coordinating on-boarding schedules and issuing equipment. - Support in-market sales teams with all requests and issues relating to their materials and equipment. - Support sales permit applications and renewals for relevant sales team members. - Collect and review expense reports from the Sales team; troubleshoot reconciliation issues before submitting to the Finance Administrator. - Support the Sales team by handling ad-hoc requests as needed. - Support CRM use through account validation, fielding questions, and troubleshooting issues. - Research and compare prices for hotel rooms, meeting spaces, and travel arrangements for national sales conferences. - Arrange meeting rooms and travel as necessary for regional and distributor meetings.
In Market Brand Implementation (10%)	<ul style="list-style-type: none"> - Process On Demand Artwork requests from the Sales team. - Fill emergency point of sale materials (POS) requests from office inventory. - Maintain adequate POS and stationary supplies in the San Francisco office available for market use. - Support Oyster Bay and Barossa Valley Estate's participation in other consumer and trade events. - Process approved MIR and IRC coupon printing requests.
National Office Support (10%)	<ul style="list-style-type: none"> - Answer phones, mail / bank duties. - Support coordination of the National Sales Meeting. - Support high volume projects related to sales incentives and sampling. - Complete ad-hoc projects and requests from the NSM and AMs as needed.

KEY REQUISITES

Qualifications/Experience

Mandatory	<ul style="list-style-type: none"> - 4 year college degree
Preferred	<ul style="list-style-type: none"> - 2+ years relevant experience in small to medium scale corporate environments. - Experience in sales operations, office administration, or event / meeting planning. - Passion for wine and / or exposure to the industry within the USA.

Special Skills/Competencies	
Technical Competencies	<ul style="list-style-type: none"> - Project Coordination: Able to plan, prioritise work, juggle conflicting deadlines, and establish trust and respect from others. Previous sales support and administration experience. Previous administration experience - Technology Skills: Intermediate to advanced skills in MS Office suite including Word, Excel, PowerPoint and Outlook.
Personal Competencies	<ul style="list-style-type: none"> - Planning and Organising: Organises time effectively, prioritises and creates own work schedules. Prioritises and prepares in advance. Sets realistic timescales. - Results Orientation: Gets results and willingly tackles demanding tasks. Sets and exceeds challenging personal targets. Has pride in their work. - Energy and Passion: Bright, energetic, driven and positive. A 'self starter' attitude with energy and motivation to get the job done. Willingness to put their efforts to anything. Passion for wine and for the industry. - Working with People: Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards colleagues and creates a sense of team spirit. Communicates clearly and concisely. Can adapt style to suit different situations. - Attention to Detail: Performs work with accuracy, double checks information before passing it on. Has minimum intermediate numeracy skills.
Values	<ul style="list-style-type: none"> - Work Hard: Personal urgency and drive, total commitment, focuses on activities that will make the boat go faster. - Aim High: Positive mind's eye, aspirational goals, develop every day – top 5% in your field. - Teamwork: One company team, team success comes first, proactive collaboration - Attention to Detail: Deep understanding, strong planning and preparation, flawless execution, continuous mindful improvement.

WORKING RELATIONSHIPS		
Most Frequent Contacts	Internal/External	Nature or Purpose
Business Administration Manager	Internal	<ul style="list-style-type: none"> - Direct reporting line
National Sales Manager	Internal	<ul style="list-style-type: none"> - Direct reporting line - Work on projects as needed - Report regularly on performance of the Tasting Program
Delegat USA Sales Team <ul style="list-style-type: none"> - Area Sales Managers - Account Sales Managers - Chain Account Managers - On Premise National Accounts Managers - Regional Sales Managers 	Internal	<ul style="list-style-type: none"> - Support implementation of the Tasting Program - Provide sales support to regional sales teams - Collaborative working relationships with colleagues - Work as a national team constructively

		supporting each other
National Administration Team	Internal	- Liaise to ensure that sales administration tasks are integrated and complementary.
Brands and Communications Team	Internal	- Ordering of POS material via Brand Depot and Marketing Gym and Brands and Communications team at Corporate Office - Coordinate in market brands initiatives - Manage on demand artwork system
Auckland Corporate Office	Internal	- Liaise with People and Performance and Finance to coordinate the recruitment, on-boarding and payroll processes - Liaise with Finance to submit quarterly accruals of unpaid tastings
Corporate Traveler	External	- Coordinate travel arrangements and meetings as necessary
Customers / Accounts	External	- Coordinate tastings and confirm bookings

SAFETY AND SUSTAINABILITY

- Comply with all Health, Safety and Environmental (HSE) legislation, Regulations and Codes of Practice relevant to your work, as well as Delegat Workplace Health and Safety (WHS) policies and procedures.
- Take care to ensure your own health and safety at work and that acts or omissions by you do not adversely affect your own health and safety or that of any other person.
- Only undertake activities and/or operate plant and equipment that you are trained, competent and authorised to perform or use.
- Maintain up to date knowledge of workplace health and safety matters relevant to your work.
- Identify, eliminate or minimize hazards, and control risks as far as reasonably practicable to mitigate potential for harm. Immediately report and accurately record any incidents (including near miss).
- Contribute to establishing a positive and proactive safety culture within the business.
- Consider the long term sustainability of all activities and endeavour to reduce, reuse and recycle resources in line with Delegat's policy.