

CORYS ELECTRICAL LIMITED

POSITION DESCRIPTION

Role Title: Business Development Manager

Reports To: Regional Manager

Direct Reports: Nil

Location: Various locations throughout NZ

PURPOSE OF THE ROLE

The Business Development Manager role is accountable for developing, securing and managing new and existing customer and contract business relationships in conjunction with the Regional and Branch Managers.

Reporting to the Regional Manager, the key focus of the Business Development Manager is to drive growth in product sales within their region and achieve targeted levels of sales, gross profit, customer retention and customer acquisition. The role provides product expertise and support to customers, identifies opportunities for growth, and contributes to the achievement of regional business objectives.

KEY TASKS	DELIVERABLES
Customer Management	<ul style="list-style-type: none"> • Achieve target levels of customer retention and acquisition for your region • Maintain regular contact with major suppliers to ensure that they are conforming to the agreed contracts and assisting us, as required, to add value for our customers • Meet or exceed customer service expectations of all new and existing regional key customers • Communicate with customers effectively • Ensure sales and branch network team members are aware of key customer expectations regarding service and price commitments • Ensure no complaints are received from key customers • Resolve customer satisfaction issues in conjunction with the regional branch network
Business Development	<ul style="list-style-type: none"> • Maximise profitability by ensuring expenses are within budget • Ensure opportunities to improve performance and reduce costs are identified and implemented • Inform Corys sales team of new developments and potential sales opportunities for products on a timely basis • Achieve or better sales targets, by developing a regional marketing plan which reflects relevant/competitor market

	<p>activity, and proactively communicate developments back to the business</p> <ul style="list-style-type: none"> • Report and analyse key accounts to review returns to the business and recommend strategies to address any performance gaps • Demonstrate a sound understanding of market and competitor trends and ensure opportunities for new products and services are identified through market intelligence and close contact with the user base • Maintain and enhance product knowledge to ensure technical expertise
Contract Management	<ul style="list-style-type: none"> • Process all administrative functions in a timely manner • Model a strong customer service culture and liaise with sales and branch team members to ensure fulfilment of service in line with service level agreements • Manage and maintain customer price files and suppliers contract pricing, and ensure that these are reviewed every year as part of our annual price reviews • Regularly review returns to the business from key accounts and national contracts against formulated plans and recommended appropriate strategies for under-performing relationships
Budget & Financial Responsibility	<ul style="list-style-type: none"> • Deliver the budget and financial performance goals assigned to you • Monitor financial performance against targets and implement corrective actions as needed • Ensure alignment of sales initiatives and execution with Corys financial objectives
Reporting and Compliance	<ul style="list-style-type: none"> • Regularly report to your manager on progress against budgets, strategies and objectives • Provide up to date reports on market information, competitor activity, pricing and product distribution to the business • Manage, maintain and review customer price files and supplier's contract annually • Business unit expenses are within budget or agreed expectations
Health and Safety	<ul style="list-style-type: none"> • Visible health & safety leadership, creating a safety culture proactively driving safety from the frontline • A safe and healthy working environment is maintained; Safety starts with me • Actively participate in safety initiatives • Wear your PPE when required

	<ul style="list-style-type: none"> • Ensure Health and Safety standards, policies and procedures are fully understood by self and direct reports • Investigate all reported accidents, incidents and near misses as required
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KEY RELATIONSHIPS

Internal <ul style="list-style-type: none"> • Regional Manager and Branch teams • Support Office teams • D2A Management 	External <ul style="list-style-type: none"> • Relevant Industry Organisations • Other Local Businesses • Current and Potential Customers • Suppliers • Other Stakeholders
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PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES

Customer Focus	<p>Is dedicated to meeting the expectations and requirements of internal and external customers</p> <p>Gets first-hand customer information and uses it for improvements in products and services</p> <p>Acts with customers in mind</p> <p>Establishes and maintains effective relationships with customers and gains their trust and respect</p> <p>Persuades or influences a customer to accept a point of view or take a course of action which directly or indirectly generates sales.</p>
Commercial and Financial Acumen	<p>Demonstrates strong understanding of P&L, budgets, and financial performance</p> <p>Makes data driven decisions that balance revenue growth, profitability and operational efficiency</p> <p>Understands market drivers, pricing strategies and customer value to maximise business outcomes</p>
Integrity and Trust	<p>Is widely trusted</p> <p>Is seen as a direct, truthful individual</p> <p>Can present the unvarnished truth in an appropriate and helpful manner</p> <p>Keeps confidences</p> <p>Admits mistakes</p> <p>Doesn't misrepresent him/herself for personal gain</p> <p>Interacts with others in a way that gives them confidence in your intentions and those of the company.</p>
Innovation	Is good at bringing the creative ideas of others to market

	<p>Has good judgement about which creative ideas and suggestions will work</p> <p>Can facilitate effective brainstorming</p> <p>Can project how potential ideas might play out in the marketplace</p>
Problem Solving & Decision Making	<p>Demonstrates critical thinking and structure problem solving skills</p> <p>Makes timely, informed decisions, often in complex or ambiguous situations</p>
Resilience & Results Orientation	<p>Maintains focus and composure under pressure or challenging circumstances</p> <p>Drives accountability for results across sales and operations</p> <p>Maintains energy and persistence in achieving business growth and operational excellence</p>

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED - TBC

Knowledge, Experience and Skills

- Proven experience in sales and multi-site operations, ideally in relevant industry
- Strong commercial acumen with experience managing budgets, forecasts and P&L
- Excellent communication, negotiation and stakeholder management skills
- Experience in the electrical industry is desirable but not essential.
- Clean, valid driver's licence

OCCUPATIONAL HEALTH & SAFETY

Physical Consideration

Corys Electrical is committed to ensuring that employees' Health and Safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to –

- Provide a safe and healthy work environment; and
- Reduce the risk to employees arising from identified hazards.

The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified.

As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

Activity	Hazard
Computing	<ul style="list-style-type: none"> • Use of computer monitor • Occupational overuse syndrome
Transport/distribution operations	<ul style="list-style-type: none"> • Moving vehicles • Use of fork hoists
Warehousing	<ul style="list-style-type: none"> • Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals/dangerous goods
Telephone use	<ul style="list-style-type: none"> • Cradling of receiver rather than using a headset.
Driving	<ul style="list-style-type: none"> • Traffic • Road conditions • Fatigue • Mobile Phone Use