

POSITION DESCRIPTION SOLUTIONS SPECIALIST



POSITION DESCRIPTION – SOLUTIONS SPECIALIST

TITLE:	SOLUTIONS SPECIALIST
REPORTING TO:	GENERAL MANAGER
SUBORDINATES:	NONE
KEY LIAISONS:	SENIOR MANAGEMENT TEAM, INTERNAL TECHNICAL EXPERTS, SOLUTION CONSULTANTS, VENDORS, EXTERNAL PROSPECTS AND CLIENTS
DATE UPDATED:	<Date>

JOB OVERVIEW:

The Solutions Specialist resides in a client frontline position, and plays an important in the sales process using their high level product knowledge. This is a person who can answer difficult technical enquiries and has a deep product knowledge and expertise. They act in a type of Technical Architect role, as they can provide in-depth technical solutions to both prospects and clients.

They assist in positioning the Company in the marketplace, and making the brand names known and recognised by clients and generating leads from prospective businesses, as well contributing to, sharing and distributing marketing materials.

Their core function is technical sales as a senior sales team member, focused on presenting the products and services in a way that secures sales and service contracts. The Solutions Specialist takes custodianship of any allocated client relationship, keeping abreast of the engagement through the use of client management tools.

They are skilled in contacting prospects and generating interest in the Company's products and services, as well as responding to enquiries. The Solutions Specialist provides technical presentations and can support and coordinate the development of quotes, tender documents and contractual agreements that forms part of the sales process. As a technical specialist, they provide technical product insights to the Solutions Consultants.

Reporting to the General Manager, the Solutions Specialist brings market intelligence back to the Company, and ideas for innovations that may better address marketing needs, whilst sharing information with, and supporting, the other Sales and Marketing team members.

1 KEY ROLE

The Solutions Specialist's key roles include:

Team Contribution

1. ensuring duty of care is given to team members and ensuring they are aware of their own duty of care requirements defined in the OS&H Act 1984 and OS&H Regulations 1996;
2. sharing of information, leads, marketing intelligence and product knowledge to the Sales and Marketing team;

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3. sharing updates to current client relationships and the strategies for maintaining customer contact; and
4. assisting in the development of Solutions Consultants through sharing their product knowledge and expertise.

External Distribution Channel Liaison

5. providing product technical knowledge and support to distribution partners under the authority of the General Manager; and
6. providing quality guidance to external representatives so that they adequately represent the Company's products, services, and values in a professional manner, and providing any technical product knowledge, training or mentoring under the authority of the General Manager.

Marketing Support

7. assisting with marketing content using product knowledge where required; and
8. providing content, such as social media, into marketing materials.

Sales Leads

9. contacting prospects pro-actively through calls, emails and networking events to introduce the Company and its products and services;
10. researching and collecting opportunities through websites, social media, phone, email, fax and personal contact;
11. delivering Hands On Test Drives;
12. managing sales events, including product launches and updates;
13. delivering technical presentations to forums that help generate leads; and
14. reviewing tender opportunities, categorising them and making the first pass decision as to their applicability to the Company.

Quotations and Tender Preparation

15. preparing quotation, tender documentation and variation pricing;
16. engaging with other portfolios to collect information and guidance in the preparation of quotations and tenders;
17. ensuring all quotations, tender and contracts follow the pricing model (i.e., product price list and schedule of rates), and have adequate terms and conditions stipulated;
18. providing a quality review of quotation, tender documentation and variation pricing documentation, with consideration to style guides and the pricing model, in preparation for approval; and

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19. delivering quotation, tender documentation and variation pricing documentation once approved by the General Manager.

Sales Closure and Contracts

20. securing sales;
21. supporting the preparation of client contracts and undertake negotiations to secure the contract;
22. facilitating a handover to the appropriate portfolio to progress the work.

Client Service

23. maintaining contact with clients, and nurturing relationships;
24. informing clients of new product updates; and
25. coordinating client satisfaction surveys.

Sales Administration

26. documenting market intelligence;
27. participating in the execution of the sales plan;
28. utilising the client relationship management system for prospect and client information and recording ongoing key communications;
29. ensuring the appropriate recording of sales enquires and ensuring timely responses and follow-ups;
30. ensuring sales are secured through having the right documentation and client authorisation; and
31. delivering sales reporting is progressed to the General Manager.

Research and Development

32. contributing to innovative ideas from a market perspective, and testing ideas with clients where appropriate as a means of validating market interest; and
33. providing market intelligence into the research and development function in area of expertise.

Document Management

34. ensuring all sales and marketing documentation has:
 - a. adequate identification information;
 - b. compliance to the style guide and branding;
 - c. appropriate client authorisations for sales transitions; and

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- d. meets any archival requirements.

Other

35. meeting any other requirements within the person's capability and as reasonably expected of the role as requested by the Chief Executive Officer or General Manager.

2 KEY RESPONSIBILITIES

The Solutions Specialist's key responsibilities include:

1. adhering to all related legislative requirements and Company policies and procedures;
2. maintaining high level product expertise, and upkeep of knowledge about the Company's products and services, including pricing;
3. supporting marketing material and social media initiatives using technical knowledge;
4. engaging prospects and clients and presenting high level product and service information;
5. maintaining client and prospect information on the client relationship management system;
6. formulating quotation and tender documentation, engaging with other SF team members to gain technical insights;
7. adhering to the pricing model (i.e., the product price list and schedule of rates);
8. securing sales and processing sales documentation;
9. maintaining sales and marketing document management requirements, ensuring all work has version control (where appropriate) and is archived to retain corporate information;
10. ensuring personal work hours are recorded on timesheets, including managing leave forms;
11. assuring quality work practices and outcomes for all work undertaken, ensuring all prospect and client interactions are professional, and information released is factual and accurate;
12. planning product launches and software releases; and
13. assuring complaints, incidents and accidents are reported to the General Manager in a timely manner and effectively managed.

3 AUTHORITY

The Solutions Specialist has delegated authority for:

1. representing the Company and its products and services to the marketplace as a frontline sales person;
2. preparing quotations and tender documents, using the pricing model and following the style guides;

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3. managing product launch and other sales events within allocated budget;
4. negotiating with prospects and clients, and securing sales; and
5. approving discounts up to 5% of the product value stated on the price price list, thereafter approved by the General Manager or Chief Executive Officer.

4 PERFORMANCE METRICS

The performance of the person in this role is generally evaluated by the:

1. achievement to sales performance targets set by the General Manager;
2. number and dollar value of contracts secured;
3. contact level and quality with existing clientele;
4. quality of contributions to the marketing material development and social media initiatives;
5. compliance to the expenditure against budget allocated for sales events;
6. maintenance of client and prospect information in the client relationship management system;
7. number and severity of client or team complaints; and
8. successful completion of personally allocated projects by the Senior Management Team.

5 SELECTION CRITERIA

A person applying for this position shall make a written response to the following selection criteria that requires to the candidate to have:

MANDATORY

- a) At least 5 years' experience in a senior technology-based sales role;
- b) Strong verbal and written communication skills;
- c) High expertise in negotiating and/or securing contracts, and sales;
- d) Proficiency in computer literacy with the Microsoft Office suite;

DESIRED

- a) Bachelor or Diploma qualification in business, sales and / or marketing, technology or engineering (or equivalent);
- b) Valid Australian C driver's licence; and
- c) Experience in the sales of software and particularly CAD-related products and services (please specific products or services).

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6 RESOURCES AND ALLOWANCES

The Solutions Specialist is given the following allowances and resources:

1. laptop computer;
2. mobile phone allowance; and
3. vehicle allowance.

7 PROBATION PERIOD

The Solutions Specialist will be employed subject to a six (6) month probation period.