

# COMMERCIAL MANAGER

## Job Description



<b>Job Title:</b>	Commercial Manager	<b>Company</b>	Wellington Scaffolding Services (WSS)
<b>Reporting to:</b>	General Manager	<b>Direct Reports:</b>	Nil
<b>Location:</b>	Wellington		

### Overview

The Commercial Manager's role is to contribute to the growth of WSS by identifying new commercial opportunities and markets. This role is a part of the wider management team and is expected to provide strategic advice to senior management on the performance of WSS.

The Commercial Manager is responsible for positioning WSS as a first-choice brand when tendering for scaffolding services. The Commercial Manager will aim to maintain a competitive sales advantage, and at all times look to increase sales and margin for the company.

The role is to ensure accurate and timely proposals on jobs, coming up with creative solutions to suit the customer needs. All proposals will be of high quality and standard while remaining cost effective for the customer. The role is also responsible for monitoring progress of the job working closely with the supervisors to respond to customer needs and ensure timely billing and invoicing.

This is a key role to the company and the goal is to promote and expand the company's commercial activity that will generate revenue and lead to sustainable growth.

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KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES
<b>SALES AND ESTIMATION</b>	<ul style="list-style-type: none"> <li>• Conduct market research and analysis to create detailed business plans on commercial opportunities</li> <li>• Tap upcoming opportunities in the market</li> <li>• Tendering / pitching for appropriate jobs</li> <li>• Quoting and pricing jobs with an accurate estimate</li> <li>• Resolve any site problems which may relate to estimations or measurements</li> <li>• Understand the requirements of existing customers to ensure their needs are being met</li> <li>• Monitor performance of commercial activities using key metrics and prepare reports for senior management</li> <li>• Prioritise clients and potential areas to be targeted</li> <li>• Maintain and develop relationships with key clients</li> <li>• Undertake site visits as required</li> <li>• Assist with managing a database of clients, contacts and jobs keeping historical data up to date</li> <li>• Maintain the company sales and billing system</li> </ul>
<b>INFORMATION AND COORDINATION</b>	<ul style="list-style-type: none"> <li>• Coordinate with Operations to ensure accurate workforce planning and capacity for future work is readily available</li> <li>• Ensure that multiple work streams are coordinated and duplication of work is minimised</li> </ul>

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	<ul style="list-style-type: none"> <li>• Guide pricing and marketing strategies in conjunction with the General Manager and the management team</li> <li>• Assist in setting financial targets and budget development and monitoring</li> <li>• Coordinate with Accounts department to ensure accurate financial information is recorded and to assist with resolving accounts receivable issues</li> </ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Develop and implement commercial strategies according to company goals and objectives aiming to accelerate growth</li> <li>• Develop staff through training and mentoring them</li> <li>• Promote client service as a key objective for operational staff</li> <li>• Responsible for monitoring and developing own skills and level of professionalism</li> <li>• Present upcoming work and client feedback reports in weekly management meetings and in staff meetings.</li> </ul>
<b>RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>• Work in collaboration with other NZSG companies to leverage various business opportunities</li> <li>• Collaborate with and coordinate diverse teams (marketing, sales, customer service etc.)</li> <li>• Positively represent WSS to make new contacts, and to maintain and build on existing contacts ensuring a positive public image</li> <li>• Ensure superior customer service at all times</li> </ul>
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Adhere to all safety standards and procedures</li> <li>• Ensure compliance with health and safety policy Company wide</li> <li>• Promote the Company's safety policies and procedures when tendering work.</li> </ul>

*Due to the dynamic nature of our work, the tasks and responsibilities noted in this role description may well change from time to time, to meet the needs of the business. As a result, it is expected that the person in the role recommends and/or is prepared for changes to the role and this description of it. Any 'material' changes will be mutually agreed between the parties and noted in writing.*

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- Relevant qualification or industry knowledge
- Sales or job quoting experience
- Experience in estimating and billing
- Experience at reading and measuring architectural plans
- Competent in using Microsoft Excel, Word and Outlook

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### PREFERRED SKILLS AND COMPETENCIES

- Superior customer service approach
- Strong communication skills
- Commercial acumen and understanding the nature of a commercial business
- Proven ability to build relationships and network in a social setting
- Excellent negotiation skills
- Good understanding of a sales environment
- Excellent problem-solving skills with the ability to draw out solutions and/or opportunities from others
- Ability manage multiple projects effectively
- Full driver's license

### PERSONAL ATTRIBUTES

- Confident communicator with great interpersonal skills
- Positive can-do approach
- Creative / imaginative / innovative
- A self-starter
- Flexible and calm under pressure
- Reliable, punctual and trustworthy
- A team player

Reviewed By:	Nathan McKay	Date:	Date
Approved By:	Clinton Geeves	Date:	Date
Last Updated By:	Srishty Sequeira	Date/Time:	26 <sup>th</sup> June 2019