

Salesperson

Hoko Hokohoko

WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to' for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

OUR VALUES – NGĀ UARATANGA

Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives, and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

See it through - whakamaua kia tīna

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Business Manager
Your Team – To tīma:	Retail
Direct reports - Kaimahi:	Nil

To sell merchandise to all branch customers, including the accurate receipt and dispatch of all products in and out of the store and the delivery of product to shareholders and customers (may include relief driving).

KEY ACCOUNTABILITY AREAS – Ngā wāhanga mahi

Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

General - Whānuitanga

- Deliver on retail sales, service, promotional and execution standards
- Provide high levels of customer service to all customers
- Achieve NPS target scores
- Actively support the branch team to deliver required business performance against the established standards

- Ensure accurate handling/ processing/ stock taking of inventory by all team members
- Work collaboratively with the team to reach and maintain branch performance standards
- Demonstrate exceptional sales and customer service skills, and continually growing technical product knowledge
- Accurately dispatch and receive stock
- Adopt new technology and champion use of technology with other team members
- Working collaboratively with key areas of business
- Working with the Sales team to support key relationships and customers

Professional

Continue to develop personally and professionally by:

**Development -
Whakawhanaketanga**

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

WHAT YOU'LL BRING - Āu āpititanga ki te tūranga

**Experience - Āu
tautōhitotanga**

- Customer services experience essential, ideally from a frontline retail role
- Relevant retail qualifications and training (desirable)
- Experience and/or understanding of retail and sales processes, i.e. inventory, stock control and merchandising
- Experience dealing with retail systems (e.g. MS Office, CMS, POS systems)

**Qualifications –
Āu tohu mātauranga**

- Forklift, Dangerous Goods and Heavy Traffic licences (desirable)

**Knowledge –
Āu mōhiotanga**

- Relevant product knowledge highly desirable (i.e. agricultural product)
- Knowledge of dangerous goods and/or forklift and HT experience (desirable)

**Skills –
Āu pūkenga**

- Skills in customer service and retail sales
- Strong verbal communication skills, in person and via phone

**Personal Attributes –
Ōu āhuatanga**

- Customer service orientated and able to relate well to people and build rapport naturally
- Positive, outgoing, and confident meeting new people
- Co-operative team player who works seamlessly with team members and stakeholders
- Embraces change and has a growth mindset; Affinity for the rural sector.
- Appetite and aptitude for learning and growth.
- Results driven, solution focused and takes ownership.
- Personal pride, willing to go the extra mile and proud to be a Farmlander.

Addendum:

Farmlands Leadership Behaviours

CREATE	CONNECT	DELIVER	GROW
CREATE CLARITY	BUILD CONNECTIONS	DELIVER RESULTS	GROW SELF, GROW OTHERS
<p>Understand the bigger picture – you understand our vision, strategy and plans and what’s expected on how to deliver this.</p>	<p>Forge connections – you have strong relationships with the people around you, your customers and communities. You create connections outside of your immediate team with those who have an influence or impact on your work. You seek broader perspectives to generate insights and opportunities.</p>	<p>Take people with you – you inspire people through your commitment and enthusiasm to the future of our business. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p>	<p>Have a growth mindset – your resilience helps you to be agile, persist through challenges and learn from feedback. You are curious and have flexibility of thought and perspective. You know your strengths and opportunities, actively engage in self-development and take time to reflect and apply learnings.</p>
<p>Have a plan – you establish a vision and course of action that’s aligned to our strategy. You help others connect the dots between our vision and strategy and where they fit in achieving this. You can describe what success looks like and provide a sense of direction for others, even during times of ambiguity.</p>	<p>Create purpose and belonging – you create meaning for your team by uniting them around a common goal. You’re authentic and prepared to be vulnerable. You promote diversity and allow others to express themselves and for all voices to be heard equally.</p>	<p>Think and act like an owner – you take responsibility for your performance and delivering to a high standard. You tenaciously pursue the right outcomes and don’t confuse activity with results. If you lead people, you set clear expectations for every team member.</p>	<p>Develop capability – you coach others to build capability and achieve their potential. You know your team, their aspirations and support them to learn, grow and take ownership of their development.</p>
<p>Clarify the ‘why’ – you make clear how activities and decisions benefit the customer and the co-operative. You provide further context where further buy-in or prioritisation is needed to help overcome resistance.</p>	<p>Take people with you – you inspire people through your energy, commitment to our business and enthusiasm for the future. You listen, seek feedback from a range of sources and involve others in your decision making, without compromising pace. You lead by example through consistency and demonstrating the Farmlands Leadership behaviours.</p>	<p>Insights driven – you understand the commercial aspects of your role and make decisions based on data and insights. You draw from new sources of information to generate ideas, seeking to innovate, disrupt and grow/adapt. You are focused on building a stronger organisation tomorrow than today.</p>	<p>Get out of the way – you empower others by delegating and creating space for them to do their best work, trusting them to deliver and providing support where required. You make it safe for others to try new things and learn from mistakes.</p>

HOW THIS SHOWS UP IN EVERYDAY BEHAVIOUR:

LEADS SELF

<p>Create Clarity: <i>By understanding your role and how it contributes to the bigger picture you will make the right decisions</i></p>	<p>Build Connections: <i>You have strong relationships with your team and the people you work alongside to achieve success as a</i></p>	<p>Deliver results: <i>You deliver to the expectations of your role.</i></p>	<p>Adapt and grow: <i>. being agile and resilient, listening and responding to feedback, and putting in the effort</i></p>
<p>Align with the bigger picture –</p> <ul style="list-style-type: none"> work is directly aligned with our vision, strategy and plans. know what's expected and how to deliver. <p>Have a plan –</p> <ul style="list-style-type: none"> have a vision and course of action that's aligned to our strategy. help others understand how they fit in. <p>Clarify the 'why' –</p> <ul style="list-style-type: none"> understand and make it clear how activities and decisions benefit the customer and the co-operative. 	<p>Forge Connections –</p> <ul style="list-style-type: none"> create strong relationships with others. <p>Create purpose and belonging –</p> <ul style="list-style-type: none"> you and your team are united around a common goal. promote diversity and allow others to express themselves. <p>Take people with you –</p> <ul style="list-style-type: none"> inspire people through your energy, commitment and enthusiasm consider information from a range of sources in decision making. 	<p>Create structure –</p> <ul style="list-style-type: none"> plan and create structure to get things done. be agile and look to work in new ways. <p>Enable performance –</p> <ul style="list-style-type: none"> take responsibility for your performance and deliver to a high standard. <p>Think about the business</p> <ul style="list-style-type: none"> think and make decisions with a commercial lens seek new information focused on building a stronger Farmlands. 	<p>Apply a growth mindset –</p> <ul style="list-style-type: none"> be agile, persist through challenges and learn from feedback. actively engage in self-development and apply learnings. <p>Develop capability –</p> <ul style="list-style-type: none"> coach others to build capability and achieve their potential. know and support others to take ownership of their development. <p>Get out of the way –</p> <ul style="list-style-type: none"> empower others by creating space for them to do their best work. make it safe for others to try new things and learn from mistakes.

LEADS OTHERS:

<p>Create Clarity: <i>Your role is to operationalise the strategy which means you and your team need to understand it and how to achieve it</i></p>	<p>Build Connections: <i>This is about the relationships you create with your team and the teams you work closely with.</i></p>	<p>Deliver Results: <i>This is about achieving results through others.</i></p>	<p>Grow yourself, grow others: <i>Growth is how we make ourselves, our teams and our co-operative better.</i></p>
<p>Understand the bigger picture –</p> <ul style="list-style-type: none"> understand our vision, strategy and plans. know what's expected of you and how you should deliver this. <p>Have a plan –</p> <ul style="list-style-type: none"> establish a vision and course of action that's aligned to our strategy help others understand their contribution to our vision and strategy. <p>Clarify the 'why' –</p> <ul style="list-style-type: none"> make it clear how activities and decisions benefit the customer and the co-operative. provide further context where required to overcome resistance. 	<p>Forge connections –</p> <ul style="list-style-type: none"> create strong relationships with your team and others who have an influence on your work. <p>Create purpose and belonging –</p> <ul style="list-style-type: none"> create meaning for your team by uniting them around a common goal. authentic and promote diversity. <p>Take people with you –</p> <ul style="list-style-type: none"> inspire others through your energy, commitment and enthusiasm. lead by example through consistency and demonstrating the Farmlands Leadership behaviours. 	<p>Create structure –</p> <ul style="list-style-type: none"> plan and create structure to get things done. agile and look to work and lead your team in new ways. <p>Think and act like an owner –</p> <ul style="list-style-type: none"> take responsibility for your performance and delivering to a high standard set clear expectations for every team member and hold them to account. <p>Insights driven –</p> <ul style="list-style-type: none"> make decisions with a commercial lens and seek new information to generate ideas. innovate, disrupt and challenge the norm. focus on building a stronger Farmlands. 	<p>Have a growth mindset –</p> <ul style="list-style-type: none"> embrace the new and lead with agility actively engage in self-development and apply learnings. <p>Develop capability –</p> <ul style="list-style-type: none"> coach others to build capability and achieve their potential. know your team and support and empower them to learn, grow and develop. <p>Get out of the way –</p> <ul style="list-style-type: none"> empower others by delegating and creating space for them to do their best work. make it safe for others to try new things and learn from mistakes.