

Technical Field Officer

Mātanga Pātiki

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

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.

tākoha

See it through - whakamaua

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.

kia tīna

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere: Regional Manager - Sales

Your Team – To tīma: Sales

Direct reports - Kaimahi: No

The purpose of the Technical Field Officer is to deliver effective, efficient and profitable technical on-farm services and solutions to Farmlands shareholders and customers. The Technical Field Officer is also responsible for ensuring a unified business approach that maximises the revenue generated across all Farmlands products and services.

KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

Safety and wellbeing -

Actively contribute to a safety-first culture by:

Haumarutanga

- 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

- Apply a structured and commercial approach to managing the allocated clients/territory
- Maintain and ensure continuous growth within current managed accounts
- Identify and secure prospective shareholders/customers within the allocated territory
- Adopt a unified business approach to all shareholder/customer interactions

- Maintain records in the CRM system for all allocated clients/territory, to ensure there is an up to date and complete view of each shareholder/customer
- Conduct annual planning with managed accounts and ensuring there is an appropriate growth plan in place for the allocated territory
- Embrace and utilise all technology, tools and data to improve efficiency and enhance customer service levels and support planning activities
- Provide high quality service delivery, addressing and resolving client issues to the satisfaction of all parties
- Achieving or exceeding all individual sales targets
- Keeping abreast of latest innovation and future trends within the rural sector
- Establish and maintain strong professional relationships across Farmlands
- Be an active contributor and supportive member of the local area sales & retail team
- Develop strong and credible external relationships and networks with the local community, agriculture sector and relevant industry bodies
- Professionally represent Farmlands at all times, ensuring that the positive image of the Co-operative is maintained and strengthened
- Provide timely and accurate activity reports to the Shareholder Services Manager
- Maintain and regularly reviewing managed account list/pricing matrix
- Ensure all required information is maintained and regularly updated in the CRM and other applicable systems
- Ensure market trends and opportunities identified are communicated to the Shareholder Services Manager and/or divisional representatives
- Utilising the data available in systems such as Insight and CRM to support decision making
- Ensuring full compliance with Farmlands policies and procedures
- Complete other 'ad-hoc' tasks as directed by the Shareholder Services Manager

Continue to develop personally and professionally by:

Professional

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

- Experience in sales, ideally account management and new business development
- Agricultural sector experience ideally with established relationships within the agricultural sector and local community

Qualifications – Āu tohu mātauranga

- Relevant secondary and/or tertiary qualifications and training desirable

Knowledge – Āu mōhiotanga

- Sound understanding of the sales environment, such as the key drivers of profit and margin

Skills – Āu pūkenga

- Computer literate – comfortable using Microsoft Office and adaptable to new technology
- Working knowledge of a CRM or similar customer relationship management tool desirable

Personal Attributes – Ōu āhuatanga

- Communicate openly and in a way that is trustworthy, knowledgeable and credible
- Effective at reading people and situations and adjusting style accordingly
- Tenacious and resilient – recover quickly from adversity, strong achievement focus
- Flexible and adaptable – adjust sales approach to provide alternative solutions
- Persuasive, with the ability to influence others to achieve a desired outcome
- Self-motivated and driven – thrives on autonomy
- Energetic, can-do attitude that positively influences others