

Project Manager

Objectives and Key Responsibilities

Last Updated: April 23



POSITION:

Project Manager

REPORTS TO:

NSW Sales and Marketing Manager

OBJECTIVE:

1. **Support Key Account Managers to retain and profitably grow share of existing key customers.**
2. **Actively manage own accounts to retain and profitably grow market share.**
3. **Build customer relationships through customer focused solutions that help “Create Great Landscapes”.**
4. **Deliver all assigned projects on time and in full achieving maximum customer satisfaction and return business.**

RESPONSIBILITIES:

1. Project management of large projects

- Participate in project handover meetings with the Project Lead ensuring understanding of Project requirements, expectations contract and supply agreements.
- Apply discounts in line with company policy and authority limits.
- Allocate and Purchase stock for orders as needed
- Work with the Project Lead to undertake regular customer follow-ups to understand true delivery timelines and plant lists for projects.
- Work with the Project Lead to establish customer contracts and Supply Agreements. Ensure that customers understand the consequences of project delays and the costs they are responsible for
- Preparation of all site inspection materials / client visits / site visits
- Tagging of specimens and taking of stock images as required
- Completion of AS2303:2018 tree tests and required documentation.
- Conduct regular status updates with the Pre-Grow manager and customer to ensure DIFOT.
- Work with the Customer Experience Team to co-ordinate activities
- Work with your Project Lead to undertake post project reviews, capture client feedback and log information in the CRM.
- Work with your Project Lead to gather project information for marketing and promotional purposes of marquee projects.

2. Own Client relationship management

- Manage portfolio of own clients
- Maintain regular customer contact through a structured sales plan logging all activity in MYOB CRM
- Maintain accurate customer information in the MYOB CRM system.
- Actively engage with the CEXP team to coordinate activities.
- Quote in line with policy and ensure all prescribed margins are achieved.
- Allocate and Purchase stock for orders as needed
- Active application of Standard Terms and Conditions and Supply Agreement conditions
- Ensure delivery of all orders on time and in full
- Support promotion of and referral to the TradeMart and AG Website

3. Exceed Budgeted Sales Revenue and Margin

- Undertake monthly reviews with NSW Sales Manager
- Achieve client annual sales revenue budgets.
- Increase margins to exceed annual gross margin budget.
- Actively work on reducing the Tip costs through best practice order management

4. MYOB

- Ensure client orders are complete and contain ALL information relating to the order.
- Use the CRM system to effectively manage customer relationships ensuring all key client details are kept updated.
- Review and action - daily - ship on dates / manifest
- Review and action – high level ship on dates for coming week / open shipments
- Review and action – open opportunities / zero net sales

5. Marketing & promotion

- Active participation in Industry Events, as required.
- Supply information for marketing activities e.g., info on recent projects

6. Leadership and Development

- Model a high level of Customer Experience behavior reflective of the AG brand at all times.
- Actively support, coach and mentor new Sales Team members, as required.
- Work with the NSW Sales Manager to develop and implement a personal training and development plan.
- In conjunction with the NSW Sales Manager, participate in annual performance reviews.
- Comply with all Andreasens Green policies and procedures
- Always behave consistent with Andreasens Green values and purpose

REVIEWED BY:

SIGNATURE:

SIGNATURE:

NAME:

NAME:

POSITION:

POSITION: