

COMPETENCY**GROUP****INFORMATIONAL & STRATEGY****MESSAGING**

Assists management in the preparation of tenders, technical bulletins and marketing literature	1
Assists the BDM (Region), the Division State Manager, or Client Service Manager in the preparation of tenders, technical bulletins and market literature	1
Ensures the quality of information produced (quotations, tenders, company literature, etc) is befitting of a market leader	1
Preparation and follow up of quotations and tenders	1
Prepares of tenders and Division Specific technical bulletins and marketing literature	1
Provides a monthly report to the State Business Manager detailing business activities and opportunities	1
Writes a quarterly Newsletter suitable for a range of clients	1
Writes proposals and quotes	1

RESEARCH

Assesses local and regional business opportunities and provides advice to Senior Management	1
Assesses market satisfaction and providing feedback to State Management	1
Assesses of present and future needs, trends, problems and profit opportunities	1
Assessing local and regional business opportunities and providing advice to Senior Management	1
Assist in the assessment of present and future needs, trends, problems and profit opportunities	1
Identifies new business leads in the specific Business sectors	1
Identifies of Customer Needs and Challenges	1
Identifies opportunities for campaigns, services, and distribution channels that will lead to an increase in sales	1
Identifies opportunities to cross sell ALS services from other Business Streams	1
Identifies potential clients, and the decision makers within the client organization	1
Identifies present and future market trends and new opportunities	1
Identifies the most profitable market sectors for the business to participate	1
Keen to learn about other services offered by the ALS Group	1
Maintains Business Sector database	1
Maintains knowledge of the industry, its issues, methods, regulations, and ALS's capabilities and service offerings	1
Pursues learning and development	1
Research and build relationships with new clients	1
Research and develop a thorough understanding of the company's people and capabilities	1
Research into market drivers and potential clients	1
Understand the company's goal and purpose so that will continual to enhance the company's performance	1
Arrange and participate in internal and external client debriefs	1

STRATEGY

Ability to identify new business opportunities	1
Actively maintains industry and market competitor knowledge	1
Advises operational management regarding items of capital necessary to service existing clientele, and foster market growth	1
Annual formulation and implementation of business and marketing plan and strategies including target markets, SWOT, competitor review, business situation analysis, and other strategies and policy	1
Assist in the coordination of pricing in consultation with Laboratory Managers, Line Managers, BDM and Regional Manager	1
Assist with and contribute to annual formulation and implementation of Business Plan (market related aspects) - business and marketing strategies including target markets, corporate relationships and pricing policy in assigned areas	1
Develop a pipeline and midstream asset strategy and business plan	1
Develop target lists of potential new business clients in the defined territory Identifying new business leads in the region	1
Develops a strong understanding of current and future operational capabilities	1
Forecast sales targets and ensure they are met by the team	1
Maintain knowledge of relevant environmental criteria and guidelines	1
Market Knowledge - Marketing, sales and identification of new business opportunities	1
Plans persuasive approaches and pitches that will convince potential clients to do business with the company	1
Present to and consult with mid and senior level management on business trends with a view to developing new services, products, and distribution channels	1
Provides feedback and information on market and creative trends	1
Sales Planning	1
Strategic Business Development and Sales in the Business Unit (BU) and assigned markets	1
Strategic Planning/Thinking and Implementation Abilities	1
Targets profitable market sectors	1
Thorough knowledge of the market, the solutions/services the company can provide, and of the company's competitors	1
Track public RFP's	1
Using knowledge of the market and competitors, identify and develop the company's unique selling propositions and differentiators	1

ALS INTERNAL BUSINESS & FINANCE**FINANCE**

Budgeting	2
An understanding of the Financial aspects of business (ie. expense control)	2
Fiscal and numerical competency	2
Increases sales (revenue) and achieve/exceeds targets	2
Assist with and contribute to annual formulation and implementation of pricing policy in assigned areas	2
Assists in the coordination of pricing in consultation with Client Services/Management	2
Assists in the coordination/formulation of pricing policies in consultation with operational managers	2
Customer Services duties including the preparation of quotations/tenders	2
Participate in pricing the solution/service.	2
Provides quotations and pricing and gives input on proposals to senior staff	2

INTERNAL PROCESSES & PROCEDURES

Adhere to the core values of the ALS Group and to the requirements of all standard ALS brands	2
An orientation towards quality and safety	2
Assist team with scheduling and day-to-day planning activities	2
Compile reports of client contact relating to trips, scheduled meetings and industry events	2
Comply with all internal systems and procedures of the Company.	2
Comply with ALS policies and procedures	2
Effective use of time management to maximize sales, customer service and efficiency	2
Ensure ALS global policies and directives are adhered to within area of responsibility.	2
Ensure that equipment and facilities available to staff are of the standard required to meet or exceed service objectives	2
Ensures ALS global policies and directives are adhered to within area of responsibility	2
Foster a working environment that ensures divisional quality targets are met or exceeded	2
Increases the number of market level contacts in an effort to capitalize on the current buoyant market conditions while also developing the 'width' of relationships thus protecting business continuity	2
Increasing market exposure and market share	2
Meeting Sales Goals A sound knowledge of Environmental Analytical Chemistry	2
Observe established safety regulations and comply with all ALS health and safety policies and procedures	2
Operate in accordance with the ALS "Code of Ethics" document	2
Prepares monthly Business Development report submitted to the Divisional Manager for forwarding to the Group General Manager	2
Regular and timely follow up of issued quotes and tenders until a decision is obtained	2
Submit weekly progress reports and ensure data is accurate	2
Supply management with contact reports, weekly reports, and monthly sales plans	2
The Position will not encompass direct P&L management, but will be considered part of the senior management team and be exposed to financial aspects of the business process	2
To ensure that ALS OHS&E system procedures are adhered to and promote compliance with ALS HSE system procedures	2
To ensure that the processes associated with the Customer Services/client liaison aspects of the Division within the area of responsibility are optimized	2
To execute the duties described in this document to the best of your ability and in the best interests of the company	2
To report any breaches to the above points to the Regional Executive Manager	2
Work with marketing staff to ensure prerequisites (like prequalification or getting on vendor list) are fulfilled within timely manner	2

MANAGEMENT

A proven track record of being able to work under minimal supervision	4
Actively practices teamwork, including providing operational and strategic leadership	4
Assumes responsibility	4
Attends local management meetings	4
Committed to organizational goals and objectives	4
Ensures all team members represent the company in the best light	4
Ensures that staff receive training in the skills and competencies required to complete their role and develop accordingly	4
Facilitates a team orientated approach at operational level	4
Fosters a working environment that ensures divisional quality targets are met or exceeded	4
Manages the activities of others responsible for developing business for the company	4
Operational and Strategic Leadership	4
Oriented towards Quality and Safety - Strong quality service attitude and approach	4
Participates in weekly operational & sales meetings - Presents weekly sales report	4
Presents business development training and mentors to business developers and other internal staff	4
Provides mentoring, Performance Management and coaching to direct reports	4
Responsive to Organizational and Team Needs	4
Strong leadership skills and attributes	4
Strong leadership skills and attributes	4
Territory Management	4

SOCIAL & SALES**PUBLIC SPEAKING, PRESENTING, EVENTS & WORKSHOPS**

Assists in arranging ALS seminars and workshops for clients	3
Attends and represents ALS at tradeshows and conferences	3
Leads and organize client events, seminars and presentations	3
Participates in client appreciation events and industry seminars/conferences;	3
Public Speaking - Comfortable with public speaking	3
Attends industry functions, association events, conferences, and provides feedback and information on market and creative trends	3
Involvement in industry trade organizations - Networks and markets via key associations and events	3

CUSTOMER SERVICE

Develops key corporate accounts	3
Work with team to develop proposals that speak to the client's needs, concerns, and objectives	3
Assist other ALS service divisions sales with key relationships and contacts	3
Business Development – Builds relationships with new clients - creates new business from new clients	3
Customer relationships and networking ability	3
Client focused and flexible to client needs	3
Assists in the communications between ALS and the clients, through follow up on pricing, billing, and technical issues	3
Client service duties - Prepares quotations and answers client queries	3
Customer Services duties including answering and responding to client and potential client queries.	3
Develops a rapport with new clients, and sets targets for sales and provides support that will continually improve the relationship	3
Develops new and foster existing client relationships and business opportunities in traditional and emerging markets	3
Develops new clients and business opportunities	3
Develops strong client relationships through Market exposure	3
Develops the pipeline of new business coming in to the company	3
Grows and retains existing accounts by presenting new solutions and services to clients	3
Increases client base (ie number of clients)	3
Gains market exposure and develops strong client relationships	3
Maintains high level of maintenance contact with existing clients	3
Meets potential clients by growing, maintaining, and leveraging network	3
Meets regularly face-to-face with existing and potential clients	3
Promotes total ALS services to clients regionally	3
Relates, in a positive and productive manner, the services available at ALS to existing and potential clients	3
Provides client services and logistics support to regional clients	3
Prospect for new clients by networking, cold calling, advertising or other means of generating interest from potential clients	3
Presents an image that mirrors that of the client	3
Prospects for potential new clients and turns it into increased business	3
Researches and builds relationships with new clients	3
Supplies client with requested information on all aspects of ALS operations, both general services and specific technical information	3
Possesses advanced Network and client relationship building skills	3
Set ups meetings between client decision makers and company's practice leaders/Principals	3

SALES

Plan, coordinate and carry out a series of contacts with qualified clients in order to increase business	3
To continuously improve the revenue and profitability of the Division	3
Follows up on quotations and proposals to track successes and failures	3
Demonstrated abilities in marketing, sales and identification of new business opportunities	3
Prospecting Skills	3
Excellent sales, negotiation and presentation skills	3
Achieves sales targets	3
Delivers quotations and tenders on-time	3
Builds a profile and gains credibility in the specific region market	3
Cold calls as appropriate within market or geographic area to ensure a robust pipeline of opportunities	3
Possesses Closing Skills	3
Possesses Negotiation, Influencing and Conflict resolution skills	3
Prepares and follows up on quotations and tenders	3
Handles objections by clarifying, emphasizing agreements and working through differences to a positive conclusion	3
Possesses experience in Customer Services, Client Liaison and Business Development	3
Strong customer service background	3
Performs sales and cold calls, as required, to meet business development goals	3
Routine sales management of key corporate accounts	3
Uses a variety of styles to persuade or negotiate appropriately	3
Presents new products and services and enhances existing relationships	3
Fosters strong business relationships which facilitate the market presence of the ALS Division 'brand'	3
Grows local consultancy sector and market share	3
Keeps in constant contact with the marketplace and reports back to Operations	3
Promotes interdivisional opportunities and works to leverage maximum ALS uptake in key sectors	3
Works with mid and senior level management, marketing, and technical staff	3

TECHNOLOGY & SOCIAL MEDIA

Advanced computer literacy and skills in the use of Microsoft Office Products - Word, Excel, PowerPoint, Outlook and others	5
Advanced computer literacy and skills in the use of Microsoft SharePoint	5
Advanced skills in the use of CRM software to its full capacity - Salesforce.com	5
Advanced skills in Marketing via social media - in the use of social media - Internet Explorer, Facebook, LinkedIn, Twitter, Others	5
Ensures that data is accurately entered and managed within the company's CRM &/or other sales management system	5
Track and record activity on accounts and help to close deals to meet these targets	5
Upload quotes and tender responses to the quote register as soon as issued ensuring all relevant information is captured	5
Fosters a working environment that aims to increase productivity and efficiency through equipment upgrading, method enhancements, or new technologies	5
Work with technical staff and other internal colleagues to meet customer needs	5

GENERAL

3-5 Years industry experience in a related field (O & G equipment manufacturing, upstream O & G operations, sales and business development, etc.)	6
A minimum of a Bachelor's Degree in a related discipline (I.e. Marketing, Business, Finance)	6
Tertiary qualifications in Science (preferably Chemistry or Environmental Science)	6
Current manual drivers license	6
Ability and willingness to travel intra and interstate	6
Ability to learn quickly and adapt	6
Ability to think laterally and logically - Lateral and logical Thinker	6
Ability to work under pressure and to strict deadlines	6
Attention to detail and high degree of accuracy	6
Enthusiastic and motivationally orientated - Energetic and dynamic	6
Excellent organizational and interpersonal skills	6
Flexible	6
Learns and adapts quickly	6
Organizational skills	6
Possesses attention to detail and high degree of accuracy	6
Possesses excellent communication skills, both verbal and written English communication	6
Problem solver - Solves problems	6
Professionalism - Professional demeanor - Promotes a professional image to clients and the market in general	6
Responsive and commits to organizational goals and objectives	6
Results focused	6
Self-motivated and able to work independently	6
Sound decision making skills	6
Thinks laterally and logically	6
Thorough and meticulous	6
Works under pressure and to strict deadlines	6

KEY	
INFORMATION SKILLS	1
BUSINESS SKILLS	2
SALES SKILLS	3
MANAGEMENT SKILLS	4
IT & SOCIAL MEDIA SKILLS	5
GENERAL SKILLS	6