

**Job No: 413**

**Job Description**



**Job Title:**

**Sales Specialist**

**Primary Objective**

Sales Specialists are accountable for managing existing business customers to deliver new customer acquisition, profitable revenue growth and customer retention and renewal. You will be assigned a territory of customers where you have the accountability to ensure they achieve their resource recovery and safe disposal outcomes, proposing solutions to meet their needs. You'll have full accountability for generating leads to cross sell and upsell existing customers, qualifying, pursuing, and successfully closing opportunities. As a Sales Specialist you are the customer face and key contact for a passionate hard-working team. The Sales Specialists are a critical component of our sales model and in regional areas are often the key contact point for customers, which may include some larger customers in their portfolio. You will leverage the WMNZ sales processes to deliver accelerate deal velocity, improve margins, increase close rates and contract security.

### **Key Responsibilities**

- Work with WMNZ team to contribute positively to the overall profitable revenue growth of the branch and region.
- Meet or exceed quarterly and annual sales targets by creating customer value.
- Proactive planning, forecasting and pipeline management and ensuring your CRM data is updated weekly.
- Leverage existing customer leads to generate referrals and share of wallet growth.
- In regional areas develop and implement sales tactics to achieve new business growth targets.
- For larger customers in your territory work to outline the sustainability outcomes and potential for waste minimisation and circular economy shifts.
- Manage a sales cycle from generating opportunities, engaging decision makers, confirming solutions and closing sales
- Comply with Delegation of Authority and leverage our pricing approval processes on quotes.
- Undertake any site audits, visits and agreement signing that may be required by our National Accounts customers or as part of your sales tactics.
- Offer insights & strategies to engage in key market segments
- Leverages Sales tools to prepare and deliver professional presentations and customer proposals
- Outline the customer return on investment on the proposed sale
- Negotiate, objection handle and close sales and follow up for repeat business
- Contribute to a learning culture that strives to improve performance with feedback to Marketing and Operations including learnings from win/loss reviews
- Keep product and industry knowledge on circular economy, resource and energy recovery, recycling, disposal to landfill and competitor's offerings and product releases

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### **Health, Safety, Environment and Quality (HSEQ) Responsibilities**

- Know the company's vision with respect to HSEQ standards, behaviours and performance.
- Participate in the company's safety-first culture that supports continuous HSEQ improvement and participate in company-wide programs.
- Ensure the health and safety of yourself and of others, ensure duties of care obligations are met and that your conduct in the workplace occurs in a safe manner at all times.
- Participate in processes regarding risk management compliance and internal controls to ensure operations and legal HSEQ risks are effectively managed and minimised.
- Participate in training to obtain the appropriate skills and experience to perform role safely and competently.
- Adhere to the company's policies and procedures at all times.

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### **Sustainability**

- Understand For Future Generations (FFG) and sustainability visions, promote and support FFG environmental, Community, Customer, People, and business initiatives
- Participate and support WM teams to identify, develop, and implement sustainability activities as well to educate and promote FFG with our customers and communities to work towards Waste Management and New Zealand's progress towards a low carbon future
- Engage and participate in Our People FFG Goals including Diversity and Inclusion programs, WM Volunteering programs and initiatives
- Support our business by actively consider materials recovery while performing daily tasks, including, but not limited to, minimising waste and reusing materials to maximise our resources

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### **General Responsibilities**

- Advance the company's vision, mission and values in all dealings and decisions and to translate the formation of the company's culture.
- Implement and participate in Human Resource systems and initiatives to effectively resource the business and meet strategic objectives.
- Develop strategies, plans and allocate resources to ensure corporate governance.
- Implement strategies and manage standards so that effective customer service is achieved to both internal and external customers.
- Comply with all statutory obligations.
- Undertake any other duties, accountabilities and responsibilities as directed.

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### **Skills, Knowledge, Experience & Qualifications**

- Business development sales professional with 5+ years' experience
- Track record of working with waste and recycling providers
- Proven track record of exceeding sales quotas
- Waste or recycling sales experience
- Experience in the accounting (professional services)
- Experience with campaign driven sales and MQLs and opportunity management.
- Value based selling expertise to SME customers is valuable.
- Marketing and lead generation experience is preferable
- Experience with stakeholder engagement and influence at senior levels

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### **Our Values – Ngā Kai Ngākau**

- Safety – Haumarutanga. Safety is first in everything we do
- Service – Ratonga. We keep our promises.
- Sustainability – Toitūtanga. We are all responsible to future generations.
- Innovation – Auahatanga. We execute great ideas well.
- Together – Mahi ngātahi. He waka eke noa – One boat – same direction.

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Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_