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|-----------------------------|-------------------------------------|
| Your position title will be | Trade Sales _ Account Manager (Rep) |
| You'll be supported by      | Trade Manager                       |

## HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY





You'll be focused on understanding the business challenges and opportunities for growth within Trade and contribute to the overall success of the business by optimising sales and profitability. You'll inspire existing and potential customers in a manner that encourages them to favour us with their business, ultimately building an ever-stronger Trade customer client base.

## WHAT YOU'LL DELIVER

- Profit maximisation from existing and/new customers through acquisition, retention, and growth strategies.
- Business development strategies to increase share of wallet, profitability and drive sustainable Trade business growth.
- Representation and promotion of our Trade oriented products and services to actively drive Trade business.
- Collaboration with the Trade Manager and Trade oriented team members (whether within Drive Through or other areas of the store) to achieve company objectives and business outcomes.
- Deliver epic experiences for our customers that make their journey simple, easy, and brilliant when it matters.
- In-depth/specialised knowledge of key products or services, and report on significant market/product issues.
- Excellent relationships with key customers/clients with high level sales support and excellence in customer service.
- Management of customer relationships with integrity and in line with our values and company brand, to enhance credibility, loyalty, and customer experience.
- Contribute to continuous improvement across all aspects of Trade operation.
- Maintain full awareness of your surroundings to ensure the safety and security of yourself, store product, your team, and the overall store, dealing with any suspicious characters or security concerns immediately.
- Integrity in following and upholding all safety and store policies and procedures.
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role, including Health & Safety guidelines and procedures.
- Any other duties or responsibilities the Trade Manager feels are appropriate given your role and skills.

| CORE CAPABILITIES YOU NEED  | MINDSETS, HABITS AND BEHAVIOURS YOU NEED   |
|---|--|
| <ul style="list-style-type: none"> <li>• Excellence in Trade business development acting in the best interests of the company</li> <li>• Communicate with everyone effectively and carry out agreed solutions</li> <li>• Manage issues as they arise, escalating them as appropriate and maintaining open communication channels</li> <li>• Create and maintain professional, friendly working relationships, sharing information as needed</li> <li>• Confidence to step up as required to take on additional duties to ensure the Trade business is effectively managed and maintained</li> </ul> | <ul style="list-style-type: none"> <li>• Work collaboratively, both with your peers and senior management</li> <li>• Flexibility and adaptability</li> <li>• Be open to learning and look for ways to continuously improve.</li> <li>• Be customer obsessed, ensuring they take priority over other tasks and busy-ness.</li> <li>• Present yourself positively, through personal presentation and attitude.</li> <li>• A passion for safe work processes and behaviours.</li> </ul> |

| TECHNICAL SKILLS YOU HAVE   | YOUR ROLE SCOPE   |
|---|---|
| <ul style="list-style-type: none"> <li>• Strong Trade management/operations experience – experience within with building/timber industry</li> <li>• Key account management and development skills, along with strong negotiation skills</li> <li>• Understanding of QS and ability to read building plans</li> <li>• Knowledge of relevant legislative governances i.e., Building Code, Resource Management, Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them</li> <li>• Understanding of health, safety, and wellness, along with relevant practices within retail and how to keep our team mentally and physically safe, along with our customers.</li> <li>• IT competency</li> </ul> | <p>Number of direct reports: ???</p> <p>Budget ownership: ???</p> |

| HOW WE DO THINGS HERE AT MITRE 10   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• We live by our values and mindsets in how we are with one another as one team and with our customers</li> <li>• We all play an active part in our health, safety &amp; wellbeing obligations, following guidelines and procedures and always working in a safe way</li> <li>• We all know the guidelines we're working within to help us stay on track (policies and procedures)</li> <li>• We all muck in and help with whatever needs doing</li> </ul> |   |
|  <b>Customer obsessed</b>    <b>One team</b>    <b>Honest and fair</b>    <b>Strive for excellence</b>  |   |
| <p>We thrive in an environment that is...</p> <p><b>Empowering &amp; energising</b></p> <p>We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.</p>  | <p>We'll do the best work through our...</p> <p><b>Collaborative networks</b></p> <p>Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.</p> |
| <p>We are courageous by being...</p> <p><b>Open to learning</b></p> <p>We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.</p>  | <p>We are focused and driven so...</p> <p><b>Our customers win</b></p> <p>We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.</p>  |