

# Position Description

Position Details	
Position Title:	Market Operator
Reports to:	Market Operations Supervisor
Role Purpose	
<p>A full-time graduate position, also open to someone with a bit more experience, this role will provide the successful applicant with extensive experience across the livestock industry in marketing, buying and selling of sheep, cattle and wool, disruptive technology, social media, sales, assessor training, finance and design thinking.</p> <p>The Market Operations Team delivers premium customer experiences through marketing, data integrity and streamlined, customer-focused online technology. A team that is flexible and dynamic, they build customer confidence through industry knowledge, simple tech solutions and strong brand recognition. A hands-on team, they work remotely and in-field to deliver online solutions to traditional markets. Strong relationships with customers are developed enabling continued sales growth and engagement for new project opportunities. This role provides the opportunity to engage with industry participants, identifying new sales opportunities and ways in which AP can further improve its service offering to customers, both internally and externally. Participation in field events and on-farm sales will also be required.</p> <p>This is an opportunity to work for a cutting-edge tech disruptor in the traditional livestock and wool sector. If you are passionate about reshaping the livestock sector, please contact us at <a href="mailto:hr@auctionsplus.com.au">hr@auctionsplus.com.au</a> Applications close 31<sup>st</sup> of August.</p>	
Key Responsibilities	
<b>1</b>	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>Educate customers in the AuctionsPlus auctions platform features &amp; benefits</li> <li>Support customers in actively utilising the AP auctions platform features</li> <li>Deliver presentations to internal and external customers that are training, sales and new opportunity focused</li> </ul>
<b>2</b>	<p><b>Operations</b></p> <ul style="list-style-type: none"> <li>Process and plan events and upcoming sales to ensure customer satisfaction and maximum exposure for AuctionsPlus</li> <li>Ensure auction catalogues are produced accurately, professionally and on-time and are effectively marketed</li> <li>Ensure the quality and robustness of software products through regular end-user testing and customer feedback</li> <li>Cross-train across all areas of the Market Operations Team including cataloguing, social media, marketing, advertising, interface sales, wool, livestock, reports, finance and business development</li> </ul>
<b>3</b>	<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>Maintain regular contact with livestock selling agents, producers and buyers to understand their needs and drivers</li> <li>Proactively seek ways in which to further support customers</li> <li>Use market data and trends to enable customers to make informed decisions</li> <li>Effectively manage mis-descriptions and dispute resolution</li> </ul>
<b>4</b>	<p><b>Business Development</b></p> <ul style="list-style-type: none"> <li>Actively identify and execute on new sale opportunities</li> <li>Engage with industry participants and customers to build relationships and identify potential business opportunities</li> <li>Analyse sales and market data to identify business opportunities</li> </ul>
<b>5</b>	<p><b>Business Insights</b></p> <ul style="list-style-type: none"> <li>Create and deliver market reports for sales, identify trends, marketable information and value-add information for clients</li> <li>Keep abreast of industry practices and current trends</li> <li>Share business intelligence internally to build customer and market awareness</li> </ul>
Critical Requirements	
<b>1</b>	Collaborative. Able to build strong collaborative relationships internally and externally.
<b>2</b>	Process & Planning. Able to plan and map out projects allowing plenty of time for preparation.
<b>3</b>	Communication. Able to convey information with clarity and impact both verbally and in writing.
<b>4</b>	Industry expertise. A knowledge and understanding of the agriculture industry.
<b>5</b>	Influencing. Able to use strong relationships to influence and drive customer sales
<b>6</b>	Problem solving. Able to analyse information, think logically and solve problems.

7	Analytical capability. Able to gather diverse information and provide meaningful analysis.
8	Results orientated. Continually driving high levels of performance to try and meet and exceed goals.
9	Adaptable. Able to easily adapt to changing priorities to meet customer and business needs.
10	Business acumen. Use robust data and analysis to put forward sales and product initiatives recommendations.
11	Education. A degree or diploma in agriculture, agribusiness, animal science or a related discipline would be favourable

### Key Relationships

Type	Internal/External	Nature of relationship
External customers	External	Providing proactive service to ensure customer satisfaction at all times.
Internal customers	Internal	Finance – provide timely and accurate information IT – support new product initiatives through insights, testing, feedback
Direct manager	Internal	Respond to information requests in a timely and accurate manner Communicate on progress, concerns and insights
Key peers	Internal	Build collaborative working relationships with Market Operators