



**auctionsplus**  
 agricultural auctions at a click

# Job Description

## Position Details

Position Title:	Market Operations Supervisor	Team	Market Operations
Reports to:	CEO	Direct Reports:	4

## Role Purpose

The Market Operations Supervisor is responsible for the day to day operations of the AuctionsPlus Sales Platform, ensuring that the Market Operations team provides a premium service to our customers. This role requires strong attention to detail and good process skills as it is the core interface between the business and our customers.

The Market Operations Supervisor will establish and maintain appropriate processes to ensure data integrity, timeliness and robustness of the AuctionsPlus auctions platform in advertising, cataloguing, running and reporting on sales. This role will build customer confidence by handling queries and concerns in a professional manner developing a strong rapport with customers. This role will provide internal and external training in products with a focus on streamlining current training processes and moving towards online eLearning modules.

There will be a strong Customer Relations Focus by developing strong relationships with customers to drive continued sales, credibility and understanding of the AuctionsPlus auctions platform.

The Market Operations Supervisor will drive a high performance and continuous improvement culture within the market operations team with a high level of engagement between the Product Development team – there will be opportunities to scope and design innovative new processes to deliver new products to the market and create efficiencies within the current systems.

## Key Responsibilities

	Responsibility	% job	Performance measures
1	<b>Education</b> <ul style="list-style-type: none"> <li>Educate and support customers in actively utilising the AP auctions platform features</li> <li>Educate internally supporting the Market Operators to excel in their roles, identify knowledge gaps and provide training as required</li> </ul>		
2	<b>Information and Product Integrity</b> <ul style="list-style-type: none"> <li>Review, establish, maintain and implement efficient processes to ensure data integrity</li> <li>Ensure catalogues are processed accurately, professionally and on-time and sales are effectively marketed and reported upon</li> <li>Ensure the quality and robustness of software products and the auctions platform through end-user testing and feed issues back to product development with appropriate recommendations and solutions</li> <li>Work closely with product development to design new solutions for manual processes, streamlining the platform ensuring it is scalable</li> </ul>		
3	<b>Relationship Management</b> <ul style="list-style-type: none"> <li>Maintain regular contact with customers 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>Use market data and trends to enable the business to identify new market opportunities</li> <li>Effectively manage misdescriptions in line with the AuctionsPlus operating conditions and escalate as required</li> </ul>		
4	<b>People Management</b> <ul style="list-style-type: none"> <li>Planning and organising the objectives and priorities for the Market Operations team</li> <li>Ensure all team members are adequately supported to meet their objectives, in</li> </ul>		

	<ul style="list-style-type: none"> <li>particular meeting the needs of the day to day operations</li> <li>• Drive a high performance culture through stretch goals and supported development</li> <li>• Review performance and results and effectively communicate with the team to motivate high performance</li> <li>• Engage with the team to understand and respond to their needs</li> <li>• Lead by example in demonstrating appropriate AuctionsPlus values and behaviours</li> </ul>		
<b>5</b>	<b>Business Development</b> <ul style="list-style-type: none"> <li>• Actively promote the auctions platform benefits and drive continued throughput</li> <li>• Analyse customer data and proactively manage key customer accounts</li> <li>• Analyse sales and market data to identify business opportunities, conduct assessment and provide recommendations</li> <li>• As required, represent AuctionsPlus at industry field days, workshops, producer days, sales and conferences</li> </ul>		
<b>6</b>	<b>Innovate</b> <ul style="list-style-type: none"> <li>• Take action to implement potential business efficiencies and opportunities</li> <li>• Support the Market Operators in putting forward recommendations for business improvements and opportunities</li> <li>• Actively encourage and challenge the team to think outside the box</li> </ul>		
<b>7</b>	<b>Business Insights</b> <ul style="list-style-type: none"> <li>• Provide summary market reports for all sales and 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>		

### 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, accurate information and business insights IT – support new product initiatives through insights, testing, feedback
Direct manager	Internal	Respond to information requests in a timely and accurate manner Communicate on the progress of the team and highlight any concerns Provide business insights and recommendations for opportunities
Direct reports	Internal	Effectively communicate expectations and support the team to drive high performance and achieve results.

### Critical Requirements

1	Manage. Effectively plan and manage the activities and priorities of the team.
2	Lead. Drive a high performance culture through stretch goals and supported development.
3	Collaborative. Able to build strong collaborative relationships internally and externally.
4	Communication. Able to convey information with clarity and impact both verbally and in writing.
5	Attention to detail. Ensure optimum standards are maintained to ensure data integrity
6	Knowledge. Strong knowledge of the AuctionsPlus business, auctions platform features and benefits.
7	Industry expertise preferred but not essential. Strong knowledge and understanding of the agriculture industry.
8	Influencing. Able to use strong relationships to influence and drive customer sales
9	Problem solving. Able to analyse information, think logically and solve problems.
10	Analytical capability. Able to gather diverse information and provide meaningful analysis.
11	Results orientated. Continually driving high levels of performance to try and meet and exceed goals.
12	Adaptable. Able to easily adapt to changing priorities to meet customer and business needs.
13	Business acumen. Use robust data and analysis to put forward sales and product initiatives recommendations.

Applications close 18<sup>th</sup> of September, 2015 – please send resumes to [hr@auctionsplus.com.au](mailto:hr@auctionsplus.com.au)

**Please, no recruitment companies.**



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## Job Description

### Position Details

Position Title:	Business Development and Sales Manager	Team	Sales
Reports to:	CEO	Direct Reports:	n/a

### Role Purpose

Working closely with the CEO, this role will be focused on growing the AuctionsPlus Business through education, market penetration and targeted location specific growth. The role will be required to implement strategic sales and marketing strategies, drive market penetration and increase sales revenues in existing and new markets.

The Business Development and Sales Manager will report directly to the CEO on their weekly sales pipeline and will challenge perceptions and drive change in the livestock sector through leveraging strong industry relationships and possessing product knowledge expertise across all areas.

This position is an important senior management role within the organisation and as such will provide mentoring to the Market Operations Team regarding best practice business development, sales and relationship management approaches.

The successful candidate will have tertiary qualifications in agriculture, science or marketing, backed by experience and credibility in livestock production, red meat supply chain, agency or export meat roles. Sales experience is also required.

Excellent communication, presentation and organisational skills are crucial for success in this role, as are high levels of initiative, self-motivation and a positive, 'can-do', customer-focused approach.

### Key Responsibilities

	Responsibility	% job	Performance measures
1	<b>Business Development</b> <ul style="list-style-type: none"> <li>Implement and drive business development strategies to improve market penetration and market expansion through increased sales</li> <li>Proactively initiate new business relationships with industry participants and potential customers and negotiate sales contract and pricing</li> <li>Increase industry presence and maintain excellent market knowledge through attending events and researching publications. Recognise current thinking and trends and identify business development opportunities</li> <li>Engage with industry participants, customers and potential customers to identify opportunities through new services and products or improvements to current offerings. Take steps to implement initiatives identified, including partnership with the Product Development Team</li> </ul>		
2	<b>Sales &amp; Marketing</b> <ul style="list-style-type: none"> <li>Maintain and build on existing distribution channels</li> <li>Drive greater awareness and use of the AuctionsPlus interface sales</li> <li>Develop in collaboration with the CEO, and execute sales strategy to deliver growth to the AuctionsPlus business</li> <li>Analyse sales information and market data to identify opportunities for campaigns and services that will lead to increased sales</li> <li>Design, Develop and drive marketing strategies to improve brand awareness and drive market penetration and market expansion through increased sales</li> </ul>		

<b>3</b>	<b>Business Insights</b> <ul style="list-style-type: none"> <li>Develop sound KPI reporting processes and sales pipelines</li> <li>Manage insights on customers and markets</li> <li>Review performance against key business metrics through Sales and Marketing reporting and analysis and identify appropriate actions required</li> <li>Identify high value AuctionsPlus customers and understand their drivers and needs</li> <li>Share business intelligence internally to build customer and market awareness</li> </ul>		
<b>4</b>	<b>Relationship Management</b> <ul style="list-style-type: none"> <li>Maintain strong working relationships with industry participants and customers and actively promote the AuctionsPlus platform benefits and drive throughput</li> <li>Educate and support customers in actively utilising the AP auctions platform features</li> <li>Proactively seek ways in which to further support customers, including presenting new product ideas and services to further benefit existing relationships</li> <li>Use market data and trends to enable customers to make informed decisions</li> </ul>		

<b>Key Relationships</b>		
<b>Type</b>	<b>Internal/External</b>	<b>Nature of relationship</b>
Customers / Suppliers	External	Build positive relationships with customers and suppliers.
Internal customers	Internal	Market Operations – provide support and information as required
Direct manager	Internal	Respond to information requests in a timely and accurate manner Communicate on progress, concerns and insights

<b>Critical Requirements</b>	
1	Strategic. Understand the strategic priorities and effectively plan and implement appropriate sales & marketing strategies with clear measurables
2	Relationship Management. Excellent interpersonal skills with the ability and confidence to initiate new relationships. Excellent communication, presentation and organisational skills are crucial for success in this role, as are high levels of initiative, self-motivation and a positive, 'can-do', customer-focused approach.
3	Collaborative. Able to build strong collaborative relationships internally and externally.
4	Communication. Able to convey information with clarity and impact both verbally and in writing.
5	Knowledge. Strong knowledge of the AuctionsPlus business, auctions platform features and benefits is desired.
6	Industry expertise. Strong knowledge and understanding of the agriculture industry.
7	Technical understanding. Ability to analyse, design and understand User Interface design
8	Understand others. Active listening and probing skills to understand the drivers and needs of customers
9	Influencing. Use strong interpersonal skills to influence change and drive customer sales
10	Problem solving. Able to analyse information, think logically and solve problems.
11	Analytical capability. Able to gather diverse information and provide meaningful analysis.
12	Results orientated. Continually driving high levels of performance to try and meet and exceed goals.
13	Adaptable. Able to easily adapt to changing priorities to meet customer and business needs.
14	Business acumen. Use robust data and analysis to identify opportunities for business development.

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## Job Description

### Position Details

Position Title:	Field Officer – Compliance, Training and Sales	Team	Market Operations
Reports to:	Hard line: CEO Dotted line: MO Supervisor	Direct Reports:	n/a

### Role Purpose

To assist in the growth and development of AuctionsPlus by providing support on the ground to all users of the system (vendors, agents and buyers) in a practical and timely manner.

With a focus on maintaining the integrity of the AuctionsPlus platform and increasing livestock throughput, the Field Officer will have a strong Agency background and will train, monitor, maintain and review assessors Australia-wide.

The Field Officer will also contribute to the following areas:

- Manage in-field compliance
- Provide New Assessor Education in collaboration with the Market Operations Team
- Develop and provide training, support and tools to build customer knowledge and confidence
- Engage with industry participants to identify new sales opportunities and explore ways in which AuctionsPlus can further improve its service offering to customers
- Develop strong relationships with customers to drive continued sales throughput
- Identify targeted locations for growth
- Attend field days to promote the AuctionsPlus brand
- Increase brand credibility through delivering a premium experience and positive interactions in the industry.

This role does not need to be based in Sydney and will be working across the Eastern States. There will be significant training provided for the successful candidate if required.

There will be a 60% component of travel involved.

### Key Responsibilities

	Responsibility	% job	Performance measures
1	<b>Education</b> <ul style="list-style-type: none"> <li>• Practical and theoretical training of Livestock Assessors to ensure they are sufficiently skilled and that there is consistency and reliability of assessments.</li> <li>• Administration of Assessor Levels and Performance</li> <li>• Improve visibility and credibility of the Assessor Accreditation Program building Buyer Confidence</li> <li>• Educate and support customers in actively utilising the AuctionsPlus platform</li> <li>• Educate Market Operations Team on Industry knowledge, trends, assessment entry and physical stock assessment</li> <li>• Provide parallel training to new and existing assessors – refresher schools</li> </ul>		
2	<b>Sales</b> <ul style="list-style-type: none"> <li>• Assist existing Agents and identify and target non-users and poor performing regions to promote growth of the online Saleyard</li> <li>• Implement strategic sales programs to lift the profile of AuctionsPlus such as producer workshops, forums, refresher schools, training days and field days.</li> <li>• Identify, promote and co-ordinate special sales</li> <li>• Represent AuctionsPlus at field days, industry events, producer and buyer functions</li> </ul>		
3	<b>Relationship Management</b> <ul style="list-style-type: none"> <li>• Strong customer engagement across the entire supply chain</li> </ul>		

	<ul style="list-style-type: none"> <li>• Work with buyers to ensure the platform value-adds to their business</li> <li>• Identify and communicate areas that require improvements or change to the product development team</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> </ul>		
5	<b>Business Development</b> <ul style="list-style-type: none"> <li>• Actively promote the auctions platform benefits and drive continued throughput</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>		
6	<b>Dispute Resolution</b> <ul style="list-style-type: none"> <li>• Act as an independent third party in the management of disputes between buyers and sellers in-line with the AuctionsPlus Operating Conditions</li> </ul>		
7	<b>Business Insights</b> <ul style="list-style-type: none"> <li>• Keep abreast of industry practices and current trends</li> <li>• Share business intelligence internally to build customer and market awareness</li> </ul>		

### 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

### Critical Requirements

1	Organisation. Able to plan time effectively to manage conflicting priorities
2	Collaborative. Able to build strong collaborative relationships internally and externally.
3	Communication. Able to convey information with clarity and impact both verbally and in writing.
4	Knowledge. Strong knowledge of the AuctionsPlus business, auctions platform features and benefits.
5	Industry expertise. Strong knowledge and understanding of the agriculture industry with an experience in Livestock Agency
6	Technical understanding. Ability to utilise the AuctionsPlus platform
7	Influencing. Able to use strong relationships to influence, resolve disputes and drive customer sales
8	Problem solving. Able to analyse information, think logically and solve problems.
9	Analytical capability. Able to gather diverse information and provide meaningful analysis.
10	Results orientated. Continually driving high levels of performance to try and meet and exceed goals.
11	Adaptable. Able to easily adapt to changing priorities to meet customer and business needs.
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