



auctionsplus
 agricultural auctions at a click

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
<p>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.</p> <p>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.</p> <p>The Field Officer will also contribute to the following areas:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>There will be a 60% component of travel involved.</p>

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

	<ul style="list-style-type: none"> Work with buyers to ensure the platform value-adds to their business Identify and communicate areas that require improvements or change to the product development team Proactively seek ways in which to further support customers Use market data and trends to enable customers to make informed decisions 		
5	Business Development <ul style="list-style-type: none"> Actively promote the auctions platform benefits and drive continued throughput Engage with industry participants and customers to build relationships and identify potential business opportunities Analyse sales and market data to identify business opportunities 		
6	Dispute Resolution <ul style="list-style-type: none"> Act as an independent third party in the management of disputes between buyers and sellers in-line with the AuctionsPlus Operating Conditions 		
7	Business Insights <ul style="list-style-type: none"> Keep abreast of industry practices and current trends Share business intelligence internally to build customer and market awareness 		

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.
12	Business acumen. Use robust data and analysis to put forward sales and product initiatives recommendations.

Applications close 18th of September, 2015 – please send resumes to hr@auctionsplus.com.au

Please, no recruitment companies.