



**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<br>IT – support new product initiatives through insights, testing, feedback   |
| Direct manager     | Internal          | Respond to information requests in a timely and accurate manner<br>Communicate on the progress of the team and highlight any concerns<br>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.**