

Position Description

Vacancy Title: **Technical Manager – Pacific Island Operations**

Location:

Reports To: **None**

Objective

The Technical Manager for Pacific Island Operations plays a crucial role in achieving Daikin New Zealand's business goals and targets by effectively managing sales of our products and solutions through both existing and new sales networks. They also provide valuable advice and guidance to sales team members. This individual drives the success of the regional business by leading technical sales efforts and effectively leveraging key relationships.

Outcomes

Organisational Stakeholders

1. Sales Activities

- Sales activities are set, executed, and monitored by product, channel, and customer in accordance with agreed business plans.
- Revenue and sales targets for the regional business are met.
- Sales opportunities are identified, and plans to target sales potential are developed.
- Customers' needs are assessed, and products are explained/demonstrated, including technical descriptions and purposes.

2. Presentations and Marketing

- Formal presentations of products using training aids are carried out.
- Promotional marketing is attended to, and product displays are organized.
- Rapport and relationships built on trust, respect, and credibility are developed and maintained.
- Effective selling is allowed while time for project maintenance and administrative tasks is managed.

3. Sales Visits and Reporting

- The appropriate number of sales visits per day/month is determined, planned, and executed.
- Monthly call plans and progress on projects are provided.
- Forecast activity for the month and quarter is reported.
- Performance of the region is reviewed on a monthly and quarterly basis.
- Current sales and feedback on marketing of new and existing products are reported to the manager.

4. Compliance and Documentation

- Written reports are completed when requested by Management.
- Requirements of the Trade Practices Act are adhered to.
- Price policy is adhered to as per Company requirements.
- Case studies on specific projects and products are created.
- All expense claims are completed timely as per Daikin New Zealand's policy.
- CMS is updated and maintained as required.
- Liaison with the Credit department on management of all accounts over 30 days is conducted.
- Other tasks as required by Management are performed.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies, equipment and people.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.

Competence	Description
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Financial Application	Apply financial principles and practices.
Global Environment	Respond to globally driven changes in the organisation's environment.
Technology Application	Apply technology.
Operational	
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Other related discipline	Trade qualification in Air-conditioning and refrigeration
Preferred		
Diploma	Business and Management	Tertiary business qualifications

Work Knowledge and Experience

- Industry Experience - minimum of 5 years in a HVAC role
- Previous experience in an FMCG environment within a sales environment
- Bilingual – English & Japanese

Requirements

Language Proficiency

- Excellent command of English

Other Required Requirements

- MAINTAIN A STRONG COMMITMENT, UNDERSTANDING AND AWARENESS OF:
- The environment duty of care
 - The Company's Environmental Policy and Procedures, and the environment duty of care
 - Environmental programs and procedures that relate to the specific area of work
 - Responsible for adherence to company policies, quality management process and objectives and WH&S requirements
- Ensure all environmental activities are carried out to meet the stated objectives and policy. These include recycling of all materials such as paper, cardboard ad printer cartridges to reduce the level of generated waste, conserving water and energy usage and comply with all legal requirements.

Interactions

Type	Interaction	Comments
Internal		
	Sales Team	
	Marketing Team	
	Spec In team	
	Engineering	
	Internal Sales	

Type	Interaction	Comments
	Product, Logistics	
	Credit Department	
	Customer service team	
	Customer Experience	
	Sales planning	
External		
	Dealers and their representatives	
	Contractors, Specifiers	
	Preferred trade	
	Facility Mangers	
	Developers and trade representatives	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 12 Apr 2025