

## Position Description

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

Location: **Suva**

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

- Regional sales strategies are developed and executed in alignment with Daikin NZ's commercial objectives and Pacific Island market potential.
- Sales performance is proactively monitored and optimised across all channels, with accountability for achieving and exceeding revenue targets.
- Strategic sales opportunities are analysed and converted through data-driven planning and market insights.
- High-level technical and commercial guidance is provided to customers and internal stakeholders to position Daikin as the preferred solutions provider.

##### 2. Presentations and Marketing

- Market development initiatives are led to build brand presence and drive sustainable growth in Pacific Island territories.
- Product and solution presentations are tailored to industry sectors and delivered to executive-level stakeholders and decision-makers.
- Regional marketing initiatives, including product launches and promotional events, are planned and implemented with strong customer engagement.
- Long-term customer relationships are cultivated through trusted advisor status, deep product knowledge, and proactive account management.

##### 3. Sales Visits and Reporting

- Regional activity plans are prepared and reviewed against strategic objectives, ensuring robust pipeline development and forecast accuracy.
- Sales performance dashboards, call plans, and market feedback reports are produced and communicated to leadership monthly and quarterly.
- Emerging market trends and competitor activities are monitored and reported to inform strategic decision-making.
- Key account and project performance metrics are reviewed regularly to ensure delivery outcomes and customer satisfaction.

##### 4. Compliance and Documentation

- Organisational policies including pricing strategy, trade practices, and financial compliance are embedded in regional operations.
- Technical documentation, project case studies, and CRM systems (CMS) are maintained to support decision-making and knowledge sharing.
- Engagement with Finance and Credit Control ensures disciplined account management and resolution of debt over 30 days.
- Regional initiatives are coordinated across business units to ensure seamless execution, including contribution to cross-functional projects and other tasks as directed by Executive Management.

### 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.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Competence	Description
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
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
<b>Professional</b>	
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.
<b>Operational</b>	
Health and Safety	Establish and maintain a safe and healthy work environment.
Stock Control	Acquire and monitor stock to meet business needs

## Qualifications

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

## Work Knowledge and Experience

Minimum 8 years’ experience in the HVAC sector, with at least 3 years in a technical leadership or regional management role
Demonstrated experience in sales strategy, key account management, and market development
Bilingual – English & Japanese
Familiarity with FMCG or related fast-paced commercial environments
Experience working across Pacific Island markets preferred
Strong knowledge of HVAC technologies, applications, and technical compliance requirements

## Requirements

<b>Language Proficiency</b>
Excellent command of English

## Other Required Requirements

<p>MAINTAIN A STRONG COMMITMENT, UNDERSTANDING AND AWARENESS OF:</p> <ul style="list-style-type: none"> <li>• The environment duty of care</li> <li>• The Company’s Environmental Policy and Procedures, and the environment duty of care</li> <li>• Environmental programs and procedures that relate to the specific area of work</li> <li>• Responsible for adherence to company policies, quality management process and objectives and WH&amp;S requirements</li> </ul> <p>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.</p>
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## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Sales Team	
	Marketing Team	

Type	Interaction	Comments
	Spec In team	
	Engineering	
	Internal Sales	
	Product, Logistics	
	Credit Department	
	Customer service team	
	Customer Experience	
	Sales planning	
<b>External</b>		
	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

### Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

Closing Date: 15 Jun 2025