

## Position Description

Vacancy Title: **Toyota Product Specialist**  
Location: **Suva, Fiji Island**  
Reports To: **None**

### Objective

The Toyota Product Specialist delivers expert support to the Sales Team by showcasing Toyota products, conducting competitor CEP comparisons across the Toyota model range, assisting with daily operational activities, and providing support to the TOYOTA Product Manager on ad-hoc tasks. This role reports directly to the Toyota Product Manager.

### Outcomes

#### Organisational Stakeholders

#### 1. Market Analysis and Product Management Administered

- Competitive analysis conducted for each Carline segment, including competitor models, pricing strategies, and market positioning, to inform targeted sales and marketing strategies.
- CEP and SWOT analysis performed to identify competitive advantages and areas for improvement, driving informed decision-making.
- Collaboration with TPM to implement monthly Toyota promotions that increase sales and enhance market presence.
- Product performance analysed and feedback gathered from the sales team. Insights shared with management to inform product strategies.
- Marketing and sales teams supported by providing product expertise for promotional materials, developing sales strategies, and conducting product demonstrations.
- Maintenance and management of standard product features in the system to ensure accurate information is available for sales staff.
- Product training implemented for sales teams, highlighting features, benefits, and functional knowledge to improve sales capability.
- Management of arrival units and timely communication ensured of stock to branches, including shipment verification in the bond yard.
- Assistance provided in monthly pre-stock take activities to ensure inventory accuracy.
- Efficient support provided in demo vehicle replacement processes, ensuring proper documentation and approvals are completed.
- Monthly product training sessions conducted, including FFB demonstrations, to enhance team knowledge.
- Preparation and organization of sales reports, quotations, and tenders for management review.
- Analysis of monthly FMTA data and insights provided to management to support operational and strategic decisions.

#### 2. Efficient Sales Support Provided

- Efficient assistance provided to the NSSO team by providing timely support to the Asco team.
- Process out-of-bond requests, verify branch stock, coordinate duty payments, perform entries via system (4236), and ensure stock status updates from Bond to In Stock.
- Provision of daily support to sales and finance teams on specification queries, sales monitoring, reversals, and related financial matters.
- Verification and maintenance of sale confirmation from TTC ensured, approvals secured from CEO, proper filing for auditing performed
- Assistance provided in maintaining sales performance reports, including customer and segment types, to support budget planning.

#### 3. Customer Service and Relations Managed

- Effectively manage challenging interactions with customers and internal teams to achieve positive outcomes.
- Timely and accurate responses to sales and finance queries ensured..
- Demonstrated interpersonal skills, leadership qualities, and the ability to work both independently and collaboratively within a team environment.

#### 4. Learning, Development & Continuous Improvement Ensured

- Assistance provided to the team in implementing Kaizen initiatives and process improvements.
- Product knowledge enhanced through formal and on-the-job learning opportunities provided by the Learning & Development department.
- Good health and safety practices promoted, contributing to a reduction in sick days.
- Training sessions attended to as scheduled by the Training Department.

#### 5. Reporting & Compliance Facilitated

- Arrivals and deal pend reports submitted to managers to address missing delivery or industry dates.
- Aged stock analysis submitted to management with comments and follow-up actions.
- Timely and efficient assistance provided in scanning, filing, and distributing approved Price Variation forms for auditing purposes.
- Verification of monthly Toyota arrival units and details communicated to the sales team.

### Responsibilities - Key Competencies

Competence	Description
Business	
Change Management	Implement and manage changing situations resulting from a change in strategic/business.

Competence	Description
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.

#### 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.

#### Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Research	Apply formal research methodologies.
Technology Application	Apply technology.

#### Operational

Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

#### People

Team Orientation	Work in a team towards a common aim.
Learning	Develop the competencies of self and others to enhance performance.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Diploma	Accounting, Management Studies, Sales/Marketing/Advertising	
<b>Desirable</b>		
Degree	Accounting, Management Studies, Sales/Marketing/Advertising	

## Work Knowledge and Experience

Minimum of 3 years' experience in the automotive industry, demonstrating strong technical and operational knowledge.

Proficient in Excel and accounting practices, with the ability to analyze data accurately, interpret and communicate insights effectively.

Strong knowledge of Era Net systems and processes, ensuring efficient workflow and record-keeping.

Proven ability to manage tasks effectively and meet deadlines in a fast-paced environment.

Excellent communication and interpersonal skills, with the ability to liaise effectively across departments and with external partners.

Experience in sales and marketing support functions, including report preparation and promotional coordination.

## Requirements

### Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	NSSO.	
	Staff.	
	Toyota Product Manager.	
	Management Team.	
<b>External</b>		

Type	Interaction	Comments
	Customers	
	Custom Officers.	

## Attributes

No attributes found.

## How To Apply

Further details about the role description and expected outcomes can be accessed by visiting: <https://app.hrmonise.com/job/4276/asco/toyota-product-specialist> All applications must be submitted via the job portal; emailed applications will NOT be accepted.

## Contact for Enquiries

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**Closing Date:** 03 Feb 2026