



Job Title	Partner Relations – Logistics Manager
Status	Permanent
Department	Sales & Marketing
Location	New Zealand
Manager	CEO
Incumbent	< r vacancy>

Purpose

Manage and coordinate customer and partner relations and RFP activities for GMC

Key Working Relationships

- CEO, R&D, Projects team
- Customers

Key Functions and Responsibilities

Manage the coordination of all customer relationship activities for the organisation including:

Customer and Channel Relationship management / logistics

- Account management of key sales channel relationships (Integrators and suppliers)
- Creating and Pre qualifying leads for sales
- Coordination all customer facing staff with regard to effective customer contact and relationship management.
E.g. management of client relationships between CEO, BA's and clients. Ensuring CEO maintains effective relationships with key clients.
- Development and management of company wide CRM model and processes. Including management of CRM database. Effective use of CRM systems to enable cross organisation communication of relationship status and issues

Coordination of company marketing activities

- Creation of case studies and other PR / sales collateral
- Management of company web and intranet site
- Organising events such as trade seminars, speaking engagements for company representatives
- Organisation of technology seminars

Management of RFP process

- Liaison with 3rd party Integrators
- Coordination of GMC input and delivery of RFP, RFI etc

Other Duties and Responsibilities

<Non essential and/or infrequent duties and responsibilities>



Supervisory Responsibilities

NIL

Qualifications and Experience

- Experience in customer relations
- Project coordination/management experience
- Post tertiary qualification

Technical Competencies

- Technology savvy – capable of comprehending the technical overview of the core IP offered by the company.
- Understanding of Sales and Marketing principles
- Understanding of the software development process

Company Competencies

- Customer Focus
- Integrity
- Action Orientated
- Composure
- Humour

Job Specific Competencies

- Interpersonal Savvy
- Process Management
- Presentation skills
- Creativity
- Written communications

Measures of Success:

- Revenue growth
- Number of new Customers – Turn in customer base
- Customer (End client and integrator) Satisfaction

Working Conditions and Environment

Must be willing to travel overseas frequently as requested.



Company Wide Competencies:

Customer Focus

- Dedicated to meeting expectations and requirements of internal and external customers
- Gets first hand customer information and uses it for improvements in products and services
- Acts with customers in mind
- Establishes and maintains effective relationships with customers, gaining trust and respect

Integrity and Trust

- Is widely trusted, seen as direct, truthful individual
- Keeps confidences
- Admits mistakes
- Doesn't misrepresent him self for personal gain
- Can present unvarnished truth in an appropriate and helpful manner

Action Orientated

- Enjoys working hard
- Is action orientated and full of energy for the things he/she sees as challenging
- Not fearful of acting with a minimum of planning
- Seizes opportunities more than others

Composure

- Is cool under pressure
- Does not become defensive and sensitive to criticism
- Can handle stress
- Can be counted on in the tough times
- Isn't knocked off balance by the unexpected
- Doesn't show frustration when resisted or blocked
- Settling influence in a crisis

Humour

- Positive and constructive sense of humour
- Can laugh at him/herself and with others
- Is appropriately funny and can use humour to ease tension



Job Specific Competencies:

Interpersonal Savvy

- Relates well to all kinds of people
- Builds appropriate rapport
- Builds constructive and effective relationships
- Uses diplomacy and tact
- Can diffuse high tension situations comfortably

Process Management

- Good at figuring out the process to get things done
- Knows how to organise people and activities
- Knows what to measure and how to measure it
- Can see opportunities for synergy where others can't
- Can get more out of fewer resources
- Can simplify process

Presentation skills

- Effective in a variety of formal presentations – both in and out of organisation
- small or large groups

Creativity

- Comes up with new ideas, easily makes connections to among previously unrelated notions, idea generator in brainstorming

Written communications

- Is able to write clearly and succinctly in a variety of communication styles
- Can get messages across that have desired effect