

phil&teds: owner of global brand - phil&teds, Mountain Buggy and Mokopuna Merino - is looking for a Sales - Brand Ambassador! We're real people and real parents, achieving real success globally, whilst still working toward our ultimate goal: enable parents to escape nursery prison and live a life without limit!

From Newtown to New York, phil&teds has been making kids stuff for over 20 years, so parents can escape nursery prison and live a dynamic life with kids in tow! Our phil-osophy is adapt&survive and we can honestly say - some claim this and seldom possess it - we have unique spirit and culture and live by that ethos, daily.

Position Summary

The Sales - Brand Ambassador is sales driven and seizes the opportunity to support our most excellent customers (retailers and consumers) with relevant, timely, accurate information and support, in a professional way. The key to success in this role is to be sales driven, a trusted point of contact who can be relied on to get it right first time, and always put our customer first.

This role encompasses some of the following functions;

Retail Support

General support

- Be a phil&teds' head spreading our message throughout our retailer network, ensuring retail staff understand our brand, our philosophies and our products unique selling proposition.
- Create and develop proactive and interactive sales focussed relationships with retailers in order to increase revenue for both parties: influence retailer stock levels through identifying gaps and prompting orders
- Communicate regularly with the sales/sales support leaders to ensure the "account plans" are being achieved, and issues & opportunities addressed.
- Manage day to day relationships with our warranty providers/warehouse staff ensuring they have correct stock levels and meet service benchmarks.
- Processing retailer orders and coordinate timing of delivery with warehouses.
- Processing of retailer invoices & manage retailer payments ensuring that invoices are paid within their pre agreed due date; chasing any payments which have become overdue.
- Answering & actively making outbound phone & email contact with retailer partners.
- Meet & exceed all KPIs as set by the business

Specific support

- Present phil&teds and Mountain Buggy products in-store
- Execute key sales initiatives including new products – working to your manager’s plan
- Communicate regularly with assigned accounts to ensure their account plans are being achieved, and issues & opportunities addressed.
- Complete product merchandising and in-store retail staff training
- Attain your sales budgets and marketing goals, for assigned accounts, sku by sku
- Seek full ranging within all stores
- Relationship management of account buyers, store owners, managers, and floor staff
- Coordinate activities with the Marketing and Sales Support team
- Attend trade & consumer shows, or other such events, as directed
- Work with the Mountain Buggy and phil&teds marketing heads and feedback promotional and communication needs, where required.

Consumer Support

- Build and maintain an intimate knowledge of customer needs and our responses, in turn providing proactive suggestions/solutions to increase revenue whilst maximising consumer satisfaction.
- Answer consumer emails relating to: product questions, web shop services and lead times, warranty issues & order returns and miss deliveries.
- Webshop order processing & check orders for fraudulent activity.
- Provide consistent warranty solutions, in line with our plain&simple warranty policy and all international sales support teams, working towards our Zero defects policy and with a view to reduce warranty costs.
- Handle complaints positively and productively should they arise.
- Provide service to consumers in need of warranty and or spare parts via our web portal, knowledge base, phone and email.
- Meet & exceed all KPIs as set by the business

Team Support

- Training on processes, products & culture; support when needed.
- Work with other teams/ members as required.
- Provide early market feedback to the sales support leader regarding – order patterns, competitor activity, stock issues, customer service issues, customer requirements and account and credit risk.
- Provide support to sales in the distribution of new product comms, newsletters and general market comms.

- Collate a monthly sales report with data, analysis, commentary and actions to achieve budget for your accounts.
- Feedback insights, competitor activity, market intel, stock issues, customer service issues, customer requirements and account and credit risk.

Success in this role will result from

- Excellent comprehension of English, and ideally at least one other language.
- Persistent effort into building a loyal retailer/consumer base over a prolonged period of time.
- Understanding of our products, USP's, functionality, compatibility, and fixes for any issues which arise.
- Be focussed on sales. Have fun, make money!
- Working closely with our QA and engineering team for knowledge on PCR's, warranty trends, and also building a close relationship with all our International care teams.
- Delivering outstanding customer service to retailers and end consumers alike.
- Be willing to build sound relationships and be someone they can be relied on to get it right first time.

phil&ted's isn't about Armani suits and ties - we're about a high performance culture, that has fun and makes money! We've built up global relationships with our customers: retailers, sales agents and parents -we're real people, doing real things - and we want to continue to help parents adapt&survive!

If this sounds like you, then we wanna hear from you!!

Email your CV AND cover letter to: pickme@philandteds.com

NOTE: ONLY APPLICANTS WHO HAVE INCLUDED A COVER LETTER WITH THEIR CV WILL BE RESPONDED TO!