

Brand Ambassador - Australia - Jun19

phil&teds: owner of global brands - phil&teds, Mountain Buggy and Mokopuna Merino - is looking for a 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 with our unique spirit and culture, daily!

Position Summary

The Brand Ambassador is sales driven and supports our most excellent customers (retailers and consumers) with relevant, timely, accurate information and in-store 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 team to ensure plans are achieved, and issues & opportunities addressed.
- Active phone, email and in-person contact with retailers
- 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 support plans are being achieved, and issues & opportunities addressed.
- Complete product merchandising and in-store retail staff training
- Attain any sales budgets and marketing goals, for assigned accounts
- Relationship management of account buyers, store owners, managers, and floor staff
- Attend trade & consumer shows and in-store events, as directed
- Work with the Mountain Buggy and phil&teds marketing heads and feedback promotional and communication needs, where required.
- Provide support to sales in the distribution of new product comms, newsletters and general market comms.
- Complete reporting as required
- 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 base over a prolonged period of time.
- Understanding of our products, USP's, functionality, compatibility, and fixes for any issues which arise.
- Being focussed on sales. Have fun & make money!
- 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&teds 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!