

**Position Description**

<b>Position:</b>	<b>Technical/Sales Support</b>
<b>Position Holder:</b>	<b>TBA</b>
<b>Reports to:</b>	Technical/R&D Manager
<b>Location:</b>	<b>Hamilton</b>
<b>Business Unit:</b>	Agri-feeds
<b>Hours of work:</b>	Full time, 40 hours per week
<b>Job Family:</b>	Technical Specialist

<b>Customer Relationships</b>	<b>Who</b>
External	<ul style="list-style-type: none"> <li>▪ Agri-feeds Suppliers</li> <li>▪ Research Providers – eg Ag Research</li> <li>▪ Consultants</li> <li>▪ Veterinarians</li> <li>▪ Farmers</li> </ul>
Internal	<ul style="list-style-type: none"> <li>▪ Agri-feeds Sales Team Leaders</li> <li>▪ Agri-feeds Marketing Manager</li> <li>▪ Agri-feeds Territory Managers</li> <li>▪ All Agri-feeds customer &amp; accounts staff</li> <li>▪ Time Capsule staff</li> <li>▪ PGG Wrightson TFR's, Nutritionists</li> </ul>

**Position Contribution:**

To provide a support role focused on Project Management and managing data in the Technical/R&D pillar within Agri-feeds and to provide an added dimension of technical support to both Marketing and Sales.

<b>Scope</b>	<b>Dimensions</b>

<b>Key Accountabilities</b>	<b>Primary Tasks</b>
<b>Project Administration</b>	<ul style="list-style-type: none"> <li>▪ Develop and Manage Project timelines</li> <li>▪ Link Technical projects to marketing/sales by developing templates, checklists and being the “facilitator” of the process</li> <li>▪ Help manage field trials, prepare protocols, liaise with ethics etc</li> <li>▪ Set up necessary data for Field days in conjunction with sales / marketing etc</li> <li>▪ Review farm or trial data and help prepare reports.</li> </ul>
<b>Quality Control</b>	<ul style="list-style-type: none"> <li>▪ Manage the QC programme for the Liquid Feeds programme.</li> <li>▪ Manage the QC programme for the Time Capsule factory</li> <li>▪ Manage the liquid feeds QC relationships with PTL</li> <li>▪ Manage and update batch sheets for Liquid Feed as required.</li> </ul>
<b>Product Support</b>	<ul style="list-style-type: none"> <li>▪ Supporting sales for campaigns, field days, tools and resources</li> <li>▪ Technical query support on technical aspects of products</li> <li>▪ Another link between Marketing and Technical.</li> </ul>
<b>Collate Historical Technical Information</b>	<ul style="list-style-type: none"> <li>▪ Pull together and manage all technical info held on file in numerous places (past trials, research etc) that has been gathered over the years, record and catalogue in a way that is easily accessible for future marketing campaigns as sales resources.</li> <li>▪ Collect and manage Rumenx field data from current and new users as a priority project.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>▪ Support the Technical Manager in the annual planning cycle used to solicit and communicate focus for the Technical pillar</li> <li>▪ Support analytics and development of Commercialisation Plans for new projects and any projects requiring additional resources.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure Company policies and procedures are adhered to</li> </ul>
<b>HR policies and procedures</b>	<ul style="list-style-type: none"> <li>• Ensure Company policies and procedures are adhered to</li> </ul>
<b>PGG Wrightson Seeds, Time Capsule &amp; Agri-feeds Intellectual Property</b>	<ul style="list-style-type: none"> <li>• Ensures that no intellectual property is transferred from the company without authorisation</li> <li>• Ensure security and confidentiality of intellectual property</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• As reasonably directed by the reporting Manager from time to time</li> </ul>

### **Qualifications, Technical Skills, Knowledge and Ability**

- Tertiary qualification in Agriculture **or** five years relevant technical experience
- Strong administration skills

- Experience in senior support roles
- Ideally ISO / GMP Quality Management experience or knowledge
- Advanced Microsoft Office skills
- Excel data management and reporting capabilities
- Report writing and formatting experience
- Exceptional organizational and time management skills
- Problem solving
- Strong communication, relationship management skills.

<b>Behavioural Competencies</b>	
Achieving Results (1)	<p>Sets challenging goals for self and understands performance expectations; effectively managing one's time and resources to ensure that work is completed efficiently, safely and to a high quality standard; celebrates achievement of results.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Sets Goals and performance standards</li> <li>• Prioritises</li> <li>• Leverages resources</li> <li>• Delivers</li> <li>• Ensures high quality output</li> <li>• Celebrates success</li> </ul>
Customer Focus and Understanding (3)	<p>Understanding the customer and effectively meeting their needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Establishes effective interpersonal relationships</li> <li>• Clarifies the current situation</li> <li>• Takes action</li> <li>• Assures customer satisfaction</li> <li>• Meets Agri-feeds and PGW's needs</li> </ul>
Knowledge Sharing	<p>Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Identifies Opportunities</li> <li>• Ensures Understanding</li> <li>• Offers feedback</li> <li>• Encourages application</li> </ul>
Commercial Decision Making	<p>Demonstrates a strong understanding of Agri-feeds and PGW's vision, business operations and functions; draws from experience and utilises industry information, Agri-feeds and PGW's position to make decisions; recognises when further investigation is needed before decisions are made.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Applies commercial understanding to maximise Agri-feeds and PGW's results</li> <li>• Understands Agri-feeds and PGW</li> <li>• Understands our industry sectors</li> <li>• Makes decisions strategically</li> <li>• Identifying opportunities</li> </ul>
Continuous Learning (1)	<p>Actively identifying new areas for learning needed to stay up to date and leading edge in area of expertise; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Targets learning needs</li> <li>• Seeks learning activities</li> <li>• Maximises learning</li> </ul>

	<ul style="list-style-type: none"> <li>• Applies knowledge or skill</li> <li>• Openness to change and challenge</li> </ul>
Teamwork (3)	<p>Identifying opportunities and taking action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals, Agri-feeds and PGW goals.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Identifies collaborative opportunities</li> <li>• Establishes relationships</li> <li>• Formulates action plans</li> <li>• Supports others</li> <li>• Considers impact of one's actions</li> <li>• Monitors relationships and progress</li> </ul>
Effective Communication (1)	<p>Recognising one's role in Agri-feeds and PGW's communication; clearly and succinctly conveying information and ideas to individuals and the organisation; communicating in a focused, appropriate and effective manner.</p> <p><u>Key Actions</u></p> <ul style="list-style-type: none"> <li>• Takes initiative to share information</li> <li>• Communicates appropriately</li> <li>• Listens to and comprehends communication from others</li> <li>• Delivers clear messages</li> <li>• Communicates with impact</li> <li>• Ensures understanding</li> <li>• Follows up</li> </ul>

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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**Technical Sales Support**

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**Date**

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**Andrew Oakley – Technical Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Rob Dorey – General Manager**

\_\_\_\_\_  
**Date**