

POSITION DESCRIPTION: Contracts Specialist

Approval Date

Business Unit Terms of Trade

Location Napier

Reporting to CFO

Direct Reports Nil

Job Purpose

The role operates as a member of the Terms of Trade team.

- The primary purpose is to draft terms of trade for clients throughout Australasia by interpreting instructions received from the sale force and ensuring compliance with legislation of the day.

Company Values

You will be expected to operate in line with our company values which are:

- Integrity – Do what is right.
- Team – help people to resolve problems.
- Customer driven – Work together to achieve the best outcome.
- Passion – Bring high-energy to everything we do.

Relationships

Internal	External
<ul style="list-style-type: none"> • Terms of Trade Team • Sales Team • CSR team 	<ul style="list-style-type: none"> • Clients

Key Accountabilities

Accountabilities	Performance Measures
Drafting	
<ul style="list-style-type: none"> • Interpret instructions and draft Terms of Trade • Ensure compliance with legislation of the day • Negotiate with clients to ensure business standards are met 	<ul style="list-style-type: none"> • Terms are drafted in accordance with company policies • Deadlines and requirements set by clients are met
Relationships	
<ul style="list-style-type: none"> • Build relationships with clients to ensure smooth implementation • Educate clients as to how to obtain the best advantage from our products by providing credit management advice 	<ul style="list-style-type: none"> • Feedback from both clients and Area Managers • Input into team meetings
Administration	
<ul style="list-style-type: none"> • Assist with report generation when required • Assist with employment agreement administration as and when required 	<ul style="list-style-type: none"> •

Accountabilities	Performance Measures
Personal development	
<ul style="list-style-type: none"> • Maintain acceptable level of knowledge in relevant legislation pertaining to the terms of trade product in New Zealand and Australia • Attends relevant and value adding professional courses and programs in consultation with the manager 	<ul style="list-style-type: none"> • Achieve required growth and maintenance of contemporary knowledge, as determined in discussion with, and by the manager
Health and Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others around Turners businesses • Follows all Turners and 'best practice' safe work procedures, practices and instructions • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> • Meet standards as determined by the Manager, and/or the Turners H&S Officer
General	
<ul style="list-style-type: none"> • Undertake special projects from time to time as directed by the Terms of Trade Manager, Chief Operations Officer and Chief Executive Officer • Any other duties as and when required to ensure continuity of business 	

Qualifications and Experience

Essential

- NCEA Level 3 English and Maths or equivalent
- 3-4 years' experience in administrative or similar roles.
- A background in legal/contracts work would be advantageous
- Computer literacy
- Intermediate level Microsoft Office in Outlook, Word and Excel
- Ability to work within tight timeframes

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

Competencies

- **Communication Skills (Verbal)** – Orally communicates ideas, instructions, and information so that they are clearly understood by others in formal or informal situations
- **Communications Skills (Written)** – Writes clear, concise, and grammatically correct presentations, that others can easily understand
- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Managing Up** – Demonstrates the ability to effectively manage upward through recognising when it involves one's manager, what type and amount of information to share, and how best to implement goals and objectives
- **Networking** – Builds strong working relationships with others outside one's team to enlist the support of both people and resources to complete tasks

- **Personal Work Standards** – Establishes high personal work standards and works to achieve them because of high internal motivation
- **Customer Service** – Understands the requirements of customer service and has the ability to maintain a high level of customer contact to meet servicing requirements of the role. Ability to handle enquires from customers
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.
- **Accuracy** – prepares and carefully reviews all work prior to dispatch and ensures that they have internal consistency
- **Attention to detail** – pays close attention to the details
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Customer Orientation** – Is focused on identifying and understanding customer needs. Expresses and acts on desire to assist others in a courteous and friendly manner.
- **Customer Operations** – Understands the basics of how customers operate their business, and uses this information in developing proposals/contracts, negotiations, and developing strategic goals. Uses market-driven principles as the basis for customer relations.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.
- **Organising and Planning** – Organises and plans work in advance, deciding on the most efficient or convenient manner in which to do assigned tasks or projects
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs (including private and institutional customers), easily comprehends the customer's position and finds innovative and cost effective solutions to problems.

Terms of Employment

The terms of appointment will be subject to a permanent individual employment agreement, and annual performance objectives and standards which will be discussed with, and set by the Manager or their representative.

The position description is valid upon sign off by the Manager their representative, and acceptance of the position by the employee. This position description remains a dynamic document and may be reviewed from time to time by the Manager their representative, as the requirements of, and other aspects impacting on, the role change.

Agreed

Employee

Signed:

Name:

Date:

Manager

Signed:

Name:

Date: