

POSITION DESCRIPTION

POSITION TITLE	Outbound Sales Manager
NAME OF POSITION HOLDER	
DEPARTMENT	Marketing & Development
DISCIPLINE	Marketing
LOCATION/HOURS OF WORK	West End. This position will be regularly required to work outside of normal business hours. It is anticipated a normal weekly hour load covering most of Tuesday to Friday 12.00pm to 8.00pm as well as Saturdays 10.00am to 2.00pm. The role is a contract position for 3 months from September 22, 2010.
SALARY	TBA

RELATIONSHIPS

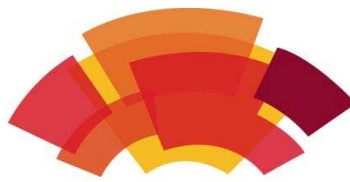
DIRECT MANAGER, ROLE	Director - Marketing and Development	
DIRECT REPORTS	Outbound Sales Consultants	
KEY INTERNAL RELATIONSHIPS	KEY EXTERNAL RELATIONSHIPS	
<ul style="list-style-type: none"> • Head of Department • Outbound sales consultants • Marketing Department • Artistic Department • HODs (Heads of Department) 	<ul style="list-style-type: none"> • Consultant Telemarketing Services, QPAC Customer Service Staff, Subscribers and Queensland Symphony Orchestra patrons/customers • Consultant-Telemarketing Services (SSO) • QPAC Customer Services Staff • QSO Subscribers • Other QSO customers (eg single ticket purchasers) 	

PRIMARY PURPOSE

To underpin the success of annual subscriptions campaign via managing the day to day operations of a team of 6-9 part time outbound sales consultants. To assist with developing, implementing and reviewing outbound telephone process and strategies - under the general direction of the Director – Marketing & Development

POSITION IMPACT

- To manage an effective, efficient and strategically aligned outbound telephone function
- To actively build loyal patronage to QSO performances, via subscription purchases, resulting in positive financial outcomes for QSO
- Support and contribute to QSO culture by promoting our workplace values – honesty, supportiveness, excellence, joy, creativity, pride and accountability in our performance and contribution to the organisation



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KEY RESPONSIBILITIES, GOALS & OBJECTIVES

Outbound Telephone Sales:

- Distribute and manage pre prepared contact lists for use by outbound sales consultants to solicit sales of subscription packages
- Distribute and manage prepared sales scripts that assist the outbound sales consultants to persuade potential customers to purchase packages and other QSO product
- Modify sales scripts as required to better target customer needs and interests.
- Ensure departmental Key Performance Indicators (KPI's) are achieved
- Work independently and as part of a team as required
- Carry out other reasonable duties as may be required from time to time as directed by the Director – Marketing and Development

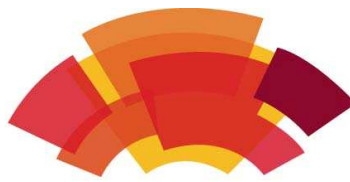
General responsibilities:

- Prepare accurate and timely weekly, end of month and other reports as required
- Self development including developing, implementing and completing all performance objectives actions
- Commit to and conduct all activities in accordance with QSOs values, mission statement and code of conduct
- Embrace, promote and apply all QSO processes
- Be an effective member of QSO's team
- Identify and execute your tasks which result from QSO business planning
- Engage resources in accordance with QSO procedures and authority levels
- Adhere to QSO procedures for expenditure, cash management and revenue
- Be a champion for Zero Harm and apply safe work practices and procedures
- Perform work in compliance of QSO HR policies and practices and ensure HR issues are resolved in an appropriate and timely manner
- Perform other tasks that your manager may instruct you to undertake from time to time.

LEVELS OF AUTHORITY

It is the incumbent's responsibility to view and abide by any QSO policies & procedures that relate to their role.

CAPABILITY PROFILE		Desirable/ Required/ Mandatory
Formal Education / Qualifications/ Licenses	<ul style="list-style-type: none"> • A tertiary qualification in Communications, Business, Marketing or related discipline • Current "C" Class Driver's Licence 	Desirable Required
Experience	<ul style="list-style-type: none"> • Outbound or Inbound telephone skills • Management of a successful sales team • Sales skills • Attention to detail • High level communication skills (both verbal and listening) • Ability to achieve target outcomes • High level customer service skills • Ability to build effective internal and external relationships • Some knowledge of classical music; or • An ability to acquire some classical music knowledge quickly • Excellent interpersonal skills • Work as part of a high performance team • Intermediate computer skills • Honesty • Integrity 	Required Required Required Required Required Required Desirable Required Required Required Required Required Required



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Skills/Knowledge/ Abilities	1. Demonstrated ability to forward plan, develop and deliver efficient and affective outbound sales strategies and campaigns	Required
	2. Advanced communication and negotiation skills including demonstrated: <ul style="list-style-type: none"> ▪ ability to represent QSO in a professional and ethical manner ▪ internal and external relationship building ▪ networking 	Required
	3. Proven general management capability including effectively leading a team to achieve shared objectives	Required
	4. Proven ability in budget management	Required
	5. Highly developed administrative skills with demonstrated ability to: <ul style="list-style-type: none"> ▪ manage multiple tasks and emergent situations within conflicting deadlines ▪ solve problems proactively with a high level of attention to detail and within given timeframes 	Required
	6. Ability to work independently as well as to actively participate in and effectively contribute to a team environment	Required
	7. Advanced computer literacy across a range of software packages including Word and Excel	Required
	8. Knowledge of: <ul style="list-style-type: none"> ▪ The Australian & Queensland Performing Arts Market ▪ The not-for-profit sector 	Highly Desirable Required
	9. Ability to embrace change	