

POSITION	COMMERCIAL MANAGER
SALARY	\$35,000 - \$ 45,000 plus 15 percent performance payment on sales above \$750,000 (does not include International Income)
REPORTING TO	CEO
TARGET	CUSTOMER SATISFACTION AND CUSTOMER OUT REACH ACHIEVING THE AGREED BUDGET
SUBJECT AREA	BUSINESS SUCCESS, CENTRE MANAGEMENT, BUSINESS HOUSE TRAINING, ALUMNI, FOUNDATION, PUBLIC RELATIONS, SECONDARY SCHOOLS, PROVINCIAL COUNCIL EVALUATIONS
<p>Oversee the future growth of the Institutes business through the development and implementation of the Strategic Plan.</p> <p>** Generate new business and increase income through developing new markets.</p> <p>** Develop a good network with agencies such as FNPF, Provincial councils, Communities, Donor Agencies, Charity Organisations etc.</p> <p>** Work with Business houses and develop the Business Training market</p> <p>** Work with Students/Customers in enhancing their experience</p>	
** Manage all the Centres Administration and Income (Budget)	
** Make the centres and Institute to be Commercially Viable	
** All domestic marketing, advertising and public relations	
** Manage the Centre outlook, Image and public relations	
** Manage any Disputes, Legal Issues, Complains etc	
** Manage the Quality and Customer satisfaction	
** Manage the Foundation. Work with NGO's, Rotary, Lions, Provincial Councils	
** Manage the Alumni	
** Manage the Parent, Teacher & Friends Ass	
Establish tailored development programs for clients such as:	
** TLTB, FEA and other distribution, retail, media, manufacturing and financial institution	
<p>Sales Planning</p> <ul style="list-style-type: none"> • Identify new prospects and opportunities • Identify sales strategies for different market sectors 	

Market Development

- Lead or participate in initiatives that promote contact with prospective customers –workshops, seminars, marketing events, conferences and regular contact with clients
- Develop marketing activities, manage creation of sales relevant to local markets
- Develop and report on market intelligence
- Keep up-to-date with market trends in e-learning, blended learning and learning technologies

Lead and Sales Generation

- Secure meetings with prospective clients and introduce The Pacific and our service lines
- Manage the pipeline to sustain growth
- Manage bid teams to develop proposals

Customer Relationship Management

- Secure and develop key relationships with new clients
- Manage client expectations, including dealing with client issues
- Promote client feedback activity