

LOCATION:	Hōhepa Clive Shop and Sunday Market (Taradale shop where required)
REPORTING TO:	Customer Experience Manager
FUNCTIONAL RELATIONSHIP TO:	Customer Service and Logistics & Distribution teams; Cheesery/Farm staff; Enterprise/Day Service staff; House Managers and team members from the Houses; members of the Finance, HR, IT and Executive/Leadership Teams
EXTERNAL RELATIONSHIPS WITH:	Customers (internal, wholesale, online and retail); visitors to Hōhepa; suppliers; people making enquiries about any aspect of Hōhepa including production and services; families/whānau of people we support

SCOPE OF RESPONSIBILITIES:

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

For each person supported at Hōhepa the focus is on their abilities, aspirations and needs, to achieve our vision of Every Life Fully Lived. Work opportunities for people we support include the Farm/ Cheesery, other enterprises and our Shops.

The Sales & Customer Engagement Coordinator is primarily responsible for managing our customer relationships, sales and customer marketing where necessary. Teamwork and good understanding of service delivery is essential in the role. The role may include some travel as needed.

PRIMARY OBJECTIVES OF THE POSITION

- Be the ambassador of Hōhepa Hawke's Bay at the market, tastings and events.
- Manage customers, new business opportunities and sales queries for our range of products (including Dairy, Candles, Woodwork, Weavery and other).
- Provide a high level of service delivery to our customers with strong account management.
- Provide an authentic Hōhepa customer experience.
- Share the Hōhepa story through our products and customer marketing activity.
- Support order fulfilment.
- Manage customer communications and databases.
- Work closely with the rest of the Customer Experience team and production enterprises in stock and planning.
- Sales reporting and forecasting.
- Provide work opportunities and working alongside the people we support.

- Support the customer service team where required including the retail shop(s).
- Provide a level of service to co-workers and the public that is professional and consistent.
- Be a role model and champion of Hōhepa's special character.

Person specification

To be successful in this role you will:

- Have strong communication skills; ability to work effectively and closely with customers and Hōhepa production enterprises.
- Have a high level of attention to detail and planning.
- Have some experience in working with spreadsheets and reporting.
- Have a positive 'can do' attitude.
- Have the ability and understanding to facilitate meaningful work opportunities for people supported by Hōhepa, with a focus on enablement and independence.
- Have a strong interest in Organic/Biodynamic practices and principles, and the understanding and passion to be a champion of sustainability.
- Have flexibility and the ability to adapt where necessary.
- Have experience in customer, sales and/or marketing.

Hours of work:

This is a part time, permanent position.

Standard hours of work are 30 hours per week over five days per week, Sunday to Friday. Exact days of work and working hours will be determined, there will be a need for some weekend working. Flexibility is required to take account of operational needs.

Review of job description:

As with all Hōhepa job descriptions, the contents of this JD will be kept under review and will be subject to change, in the light of experience. Any substantial changes will be discussed with you before being implemented; however you are required to work flexibly and accept that any JD is an indicator only – you agree to any reasonable duties that are asked of you.

General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand, and agree to provide documentary proof (eg through a birth certificate or passport).

Hours of work:

This is a part time, permanent position.

Standard hours of work are 30 hours per week, over five days per week, Sunday to Friday. Exact days of work and working hours will be determined, there will be a need for some weekend working. Flexibility is required to take account of operational needs.

Smoking, Drugs and Alcohol:

Hōhepa is a completely smoke-free environment, including buildings, grounds and vehicles; if you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

You must also agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); and to consent to pre-employment testing then random testing if you are employed.

Signed: