	DOCUMENT TITLE: <i>Employment Record – Job Description</i>		REVISION No: <i>1</i>	ISSUE DATE: <i>February 2018</i>
	DEVELOPED BY: <i>HR Department (DB)</i>	AUTHORIZED BY: <i>Finance Department (FS)</i>	PAGE: <i>Page 1 of 2</i>	REF. NR: <i>E-07</i>

Level of Employment:	
Position of Employment:	SUPPLY CHAIN MANAGER -VEG SALES
Reporting to:	FINANCIAL DIRECTOR
Employees Name:	
Date of Commencement:	
Department:	SALES VEGETABLE DEPARTMENT
Location of employment:	Head Office


Position Summary:

Head of sales department managing end-to-end supply chain processes, and client management, planning, scheduling, inventory control, logistics, and process improvement. Managing operations and projects flawlessly while consistently delivering desired results and contributing to revenue-producing activities such as raw material predictions/picks for both companies' in-house farms and out-growers. Also responsible for raw material procurement with profit focus and signing of contracted farmers' contracts. Ensuring clients are serviced at the company's set service levels aimed at maintaining the company brand.

Key responsibilities:

1. Customer Management:

- a. Manage new clients' onboarding process and ensure all orders are electronically placed via the portal or able to be electronically uploaded to the planning dashboard provided,
- b. Ensure that Clients are professionally managed and action points are raised and implemented within the timeframe to ensure satisfaction.
- c. Manage client weekly meetings to discuss availabilities and possible promotions,
- d. Assist with Client pricing formulations, communication, and changes.
- e. Ensure your team has a key agenda for the top 10 Clients and that on a monthly or quarterly basis, the company is achieving the sales targets set out.
- f. Project expected sales volume and profit for existing and new products. Manage, develop, coach, control, and motivate the sales force to develop their skill and ensure that a high professional standard is achieved and monthly sales and KPI targets are met.
- g. Develop and implement new sales initiatives, strategies, and programs to capture key demographics.
- h. Coordinate NPD for new clients,

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2. Supply Chain Team Management.


- a) Manage daily client documentation,
- b) Manage all client's communications, i.e., claims/amendments,
- c) Manage weekly farm managers' conference meetings,
- d) Manage weekly pack-house managers' conference meetings,
- e) Visit farms to conduct crop walks and guide on picking specs,
- f) Manage the Supply chain team by coaching and holding daily catch-up meetings,
- g) Managing all sales operations, i.e., Truck logistics, Flight bookings, shift closure,
- h) Manage inter-farm transfers of raw materials,
- i) Negotiate competitive Air Freight rates to guide client pricing.
- j) Responsible for raw material purchasing. Contracting out-growers, negotiating prices by comparing the market and working with profit margins,

3. Product development

- i. Conduct competitor reviews to analyse market trends and competition with a view to strategic positioning of prices and product placement.
- ii. Expand upon existing developments from technical trials with a view to commercializing them into sales.
- iii. Review trials being undertaken for developments, opportunities, and sales follow-up.
- iv. Conduct follow-up and liaison for the company's products and initiatives
- v. Ensure Client visits to the farms are well coordinated and executed.

4. Planning

- i. Ensure the timely and successful delivery of products according to customer needs and objectives.
- ii. Ensure the team has shared daily and weekly pack plans with relevant pack houses,
- iii. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- iv. Develop new business with existing clients and/or identify areas of improvement to exceed sales quotas.
- v. Drive and train the Veg Sales and logistics team,
- vi. Forecast and track key account metrics (e.g., Quarterly sales results and annual forecasts)
- vii. Manage to report for account status for a weekly sale meeting.

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5. KPIs / Reporting Metrics:

Daily Plan daily Packhouse programs with the teams, targeting client service levels at 90%+
 Compile daily order volume report.
 Sign-off any claims

Weekly Plan weekly Packhouse programs with the teams, targeting client service levels at 90%+
 Produce weekly Service Level reports for communication with clients.
 Compile weekly order volumes.
 Prepare weekly Account status reports for the Sales Meeting

Monthly Prepare claims trending report
 Issue monthly initiatives report to internal/external stakeholders.

Quarterly Issue quarterly initiatives report to internal/external stakeholders.
 Compile quarterly sales results report.

Annual Review of all supply and service deliverables with clients
 Prepare Annual forecast.

Manage any other tasks deemed necessary or recommended by the Finance Director.