



Sales and Operations Manager UN & Humanitarian

- **Leading edge products**
- **Global markets**

Codan Limited is a global leader in the design and manufacture of a diversified range of high value-added electronics, communication, and metal detector products for global government, business, aid and humanitarian, and sophisticated consumer markets. For 50 years, we have earned a reputation for product performance, quality and reliability, and excellent customer service.

You have the opportunity to be part of a challenging and inclusive environment. Our multi-cultural, diverse and highly skilled workforce are committed to customer service, quality, and delivering value to our customers and stakeholders.

We seek a strategic and highly motivated Sales and Operations Manager who will provide leadership and lead the sales growth within the UN, humanitarian and aid markets. Your experience in these markets, technical knowledge of HF radios, associated systems and adjacent technologies, as well as applied knowledge of world-class account management practices will support your success and contribution to the Radio Communications Leadership team.

You will have demonstrated success in building partnerships and strategic alliances, and proven skills in developing complex sales proposals and tender responses. Fluency in English and French languages, and a willingness to travel are essential.

For more information, please refer to the position description that follows.

To apply, please contact Arca Recruitment at (+44) 844 335 0245

Global Markets. Enriched Careers.



Position Description

Position	Sales and Operations Manager - United Nations & Humanitarian Markets
Reports to	Vice President & General Manager, Americas/Europe/Central Asia Operation, Codan Radio Communications Division
Status	Permanent, full time
Key Result Areas	<ol style="list-style-type: none">1) Sales & Operations Leadership2) Marketing and Proposal Support3) Executive Contribution4) Quality5) OH&S6) Travel

Primary role – Leadership & Coordination

Central point-of-contact and leadership for coordination of United Nations (UN), (International Federation/Committee of the Red Cross (ICRC/IFRC) and Humanitarian markets sales and operations within Codan Limited, Radio Communications Division. Formulate strategy and lead the sales growth of Codan within UN, ICRC/IFRC and Humanitarian markets by liaising directly with customers and stakeholders to coordinate operations within specified requirements and regions. Lead sales support teams to provide quotes and tenders and process orders.

Work closely with sales, operations and marketing to manage company/customer expectations. Liaison with Corporate on product availability, pricing and marketing strategy, freight, export controls, payments, customer accounts and Codan's general terms and conditions. Correct usage of Codan's Internal Sales Order (SAP), Customer Relationship Management (CRM) and associated databases.

Ensure that Codan's global UN and Humanitarian HF radio communications customers receive unsurpassed customer service and support. Fulfill customers' needs in a team environment.

Key Result Areas

Sales & Operations Leadership

- Meet annual sales quota for the UN/Humanitarian business area
- Lead all aspects of developing business opportunities and increasing market share through competitive, sole source or collaborative agreements.
- Develop requirements capture strategy plan and roadmap to address customer operational directives and provide direction to senior management in the pursuit of requirements and programs.
- Identify current and future UN, ICRC/IFRC and Humanitarian requirements, programs and countries of interest per requirements capture strategy plan.
- Lead and maintain relationships with key customers and stakeholders.
- Work with Engineering to develop technology roadmaps and product upgrades to support customer requirements.
- Lead sales support in the preparation of quotes for product requests, whether standard or non-standard. Follow up quotes and monitor progress in conjunction with corporate with timely response to customer enquiries.

Marketing and Proposal Support

- Work closely with the Marketing Department in developing, implementing and refining marketing plans and initiatives (including PR, advertising, exhibitions and conferences) in the formulation of strategy to lead business growth and expansion within UN, ICRC/IFRC and Humanitarian markets.
- Work closely with customers, sales, dealers and teaming partners to understand and lead cross-functional teams in delivering value-based technical proposals to customers based upon complex requirements.
- Manage advanced technology and new business activities in a pre-sales/contract negotiation role for pursuits.
- Provide specialist input for preparation of proposals, tender responses and quotations
- Support marketing and business case studies for future products and systems, based upon requirements analysis, competitive and market analysis and assistance to product road maps. Assist in the gathering and communication of market intelligence

Executive Contribution

- ◆ Be a pro-active contributor to the Radio Communications Team, and the company's overall business direction, willing to challenge and question the status-quo within a team context.
- ◆ Undertake projects and initiatives on behalf of the Executive team or the President/General Manager, Radio Communications as required.

Quality

- Ensure tasks undertaken are completed consistent with the quality standards of the Company Operation System

Occupational Health, Safety and Welfare

- Follow safe practices and adhere to the requirements of company OHS&W policies

Travel

- Position will be required to travel in accordance with company, customer commitments and activities.
- Position will be based in Geneva, Switzerland.

Knowledge and Experience

(R) - Required / (D) - Desirable (training to be provided)

- Experience in working with UN, ICRC/IFRC and Humanitarian markets (R)
- High-energy executive individual with outstanding creativity and communications skills (R)
- Highly organized and disciplined (R)
- Verbal and written fluency in English and French (R)
- Experience in, and passion for, the implementation of rigorous world-class account management practices (R)
- A demonstrable, successful experience in building partnerships and strategic alliances within the technology industry.
- A broad knowledge of sales & marketing planning processes, and a disciplined approach to ensuring that plans are executed, reviewed and adjusted to achieve agreed objectives.

- Proven skills in developing complex sales proposals and tender responses, combined with real strengths in developing and delivering executive level presentations.

Education/Skills

- MBA or business/industry-based Bachelors Degree (R)
- Five or more years of experience in the UN, ICRC/IFRC and Humanitarian international community with specific focus to telecommunications (D)
- Excellent verbal and written communication skills (R)
- Computer literate with email and with Microsoft Office, (Excel, Power Point, and Word) (R)
- Written communication skills (R)

Personal Attributes

- Able to explain technical features and benefits of HF Radio and associated systems and adjacent technologies (R)
- Capable of developing strong relationships with customers (R)
- Able to understand, interpret and respond clearly to others (interpersonal skills) (R)
- Places a very high value on helping customers (customer service orientation) (R)
- Demonstrates self-direction and self-motivation (initiative) (R)
- Belief in own abilities and works with minimal supervision (self confidence) (R)
- Works cooperatively with others to achieve team objectives (teamwork) (R)