

AMOCO SELF NOMINATION APPLICATION PROCESS

Posting Date: XX/XX/XX (M-D-Y)

Application Deadline: XX/XX/XX (M-D-Y)

Posting Reference Number: CC1994

Sector: Petroleum Products

BU/Region/Dept: MKTG — SALES OPERATIONS

Discipline/Job Function: MARKETING/ SALES

Work Location: Various

Position Title: Sales Operations Manager

Grade Range: 07 to 10

Exempt: E

TL/Supervisor: Paul Bergstrom

Phone Number: 555-555-5555, ext.55 Socon: 555

Apply To: Connie Jarrett

Userid: ZCEJO5

System: CTSVMB

Fax Number: 555-555-5555

Socon: 555

Interviewers: Team of Sales Ops Personnel

Contact for questions: Name: Len Tabaka/Paul Bergstrom

Contact for questions: Userid: ZLTT12 System: CTSVMB

Roles and Responsibilities:

The Sales Operations Manager (SOM) has complete responsibility for thirty (30)-plus dealer locations. These locations could be Full Facility, Food Shop, Pumper or a combination of these retail types of outlets, The territory may also include partnership accounts.

The primary areas of responsibility are to provide customer focused support to dealers in the following areas:

- * Gasoline pricing and Sales: This requires a thorough understanding of pricing and strategy, and an ability to provide analytical and financial consulting to dealers. This will also require an awareness of the external market (competition).
- * Business Planning and Coaching: The SOM will communicate basic dealer policy (i.e. legal requirements, marketing programs, environmental issues), promote important business operation basics when necessary, and effectively introduce and implement marketing strategies/business plans.
- * Performance Recognition: The SOM will establish and measure dealer performance against recognized standards.

- * Dealer Recruitment and Replacement: Responsible for the recruitment, identification, interviewing, and selection of qualified dealer candidates through the utilization of the Dealer Selection Process. Will also prepare dealer candidates to attend Dealer School and provide follow-up training with the Dealer after graduation from Dealer School.
- * Execution of Convenience Retailing Site Experience: The SOM will communicate and execute Brand Marketing programs. Keeping current with administrative needs and special projects is also important. Time and activity management are critical skills the candidate must possess.

SOMs usually operate in a large geographical area, except for some urban territories which may be more compact. They must be well organized and good planners. Strong time management skills are a must.

Overall, the SOM is responsible for maximizing product sales and profits, focusing on net cash flow and profits for accounts, as well as increasing the number of new accounts enrolled in programs for retail outlets.

The following are skills and competencies that are critical or important to have in order to perform well in this position.

C = Critically Important I = Important

Level	Skills and Competencies
C	Adapts presentations to address the needs of the audience
C	Asks probing, open-ended, focused questions to gather information; follows up to ensure that all pertinent information has been gathered
C	Asks questions to gather information, and follows up as required to ensure complete understanding
C	Communicates with most individuals
C	Delivers well-structured presentations to meet audience needs
C	Easily adapts oral and written communications to the situation and the needs of the audience
C	Effectively and easily communicates with individuals at all organizational levels
C	Openly and actively listens to others, clarifying information when necessary
C	Practices effective listening skills and ensures mutual understanding of information
C	Provides accurate and well-organized verbal and written information
C	Shares pertinent information with most relevant individuals
C	Successfully communicates own viewpoint to others
C	Devotes appropriate time and resources to determine the usefulness of new ideas
C	Pursues creative solutions
C	Recognizes inefficient or ineffective processes, and offers alternative solutions
C	Recognizes others for successful ideas
C	Recommends ways of looking at work processes from a different perspective when problems surface
C	Seeks and objectively considers the creative ideas of others, and is receptive to input regarding new solutions
C	Synthesizes the ideas of others into new alternatives
C	Takes risk to find creative solutions by spending time and resources to encourage, cultivate, and implement such solutions
C	Evaluates the practicality of alternative solutions
C	Follows up on decisions made when circumstances warrant it
C	Gathers relevant information from several sources prior to making decisions

- C Involves others in the decision-making process when appropriate, and achieves mutually beneficial solutions
- C Makes effective decisions as necessary
- C Makes sound decisions based on an analysis of the available information and alternatives
- C Solicits readily available pertinent information before making decision
- C Challenges the obvious forms of discrimination
- C Does not perpetuate negative stereotypes in words, deeds, or actions
- C Endorses and supports others in support of diversity
- C Monitors actions and languages to avoid excluding people or perpetuating stereotypes
- C Provides opportunities for all individuals
- C Recognizes many of the ways that perpetuating stereotypes impacts customers and organizations negatively
- C Accepts responsibility for individual successes and setbacks, without placing blame on external causes
- C Receives and utilizes constructive feedback
- C Supports and assists others in achieving goals
- C Willingly assist others when they ask for help or information
- C Achieves operational goals to meet corporate objectives
- C Adjusts plans as changes in priorities arise
- C Anticipates last minute requirements
- C Continually assesses priorities, and achieves positive results through the productive use of time management
- C Coordinates the use of resources to achieve short-term goals.
- C Effectively coordinates the use of all resources to achieve maximum productivity
- C Implements systems for processing information by noting important information and by organizing materials for easy access
- C Manages a variety of assignments at the same time
- C Sets realistic long-term & short-term goals aligned with the company's strategic plans, & manages activities efficiently
- C Structures activities according to their priority
- C Adapts to changing circumstances and provides acceptable customer service throughout transition periods
- C Anticipates a wide range of potential problems and takes action to prevent them from occurring
- C Identifies and anticipates commonly occurring problems, takes preventive action
- C Tracks progress on all key results by determining and using the most effective and appropriate evaluation methods
- C Tracks results by using established evaluation tools to evaluate individual progress
- C Balances being an individual contributor with contributing as a team member
- C Demonstrates teamwork by cooperating with others in attempting to settle conflicts
- C Encourages positive work relationships, promotes open communication with all team members by demonstrating honesty, credibility & trust
- C Fosters an atmosphere of teamwork by respecting others' contributions regardless of their roles on the team, & by showing enthusiasm
- C Is familiar with the key functions and responsibilities of team members, customers, and suppliers
- C Makes realistic commitments to team members for achieving results, and meets those commitments.
- C Takes a leadership role, and coordinates team efforts in resolving problems
- I Encourages and rewards all others for their creative suggestions and challenges them to continue their efforts at innovation
- I Asks for input and suggestions of co-workers to build consensus
- I Creates or sustains a work environment in which others feel free to state opinions or creative ideas, even those that may be unpopular

- I Seeks opportunities to improve work processes that enhance meeting customer needs and champions the implementation of these processes
- I Shares best practices and uses them to develop recommendations
- I Solicits customer feedback on services provided
- I Uses best practice recommendations
- I Promotes team activities
- I Recognizes and respects others' & ideas, concerns, viewpoints, and contributions

Work Experience:

Desired candidates will have at least 18 months experience in Marketing. Experience in the Direct Operations area of Sales Ops is preferred

Education/Training:

Candidates must have a B.S. degree

PC operation skills are critical

Additional Information:

The Sales Operations Manager must possess the following:

- * A Valid driver's license. A company car is provided to SOMs upon assignment to a territory.
- * A good credit rating
- * Successful completion of a 14-20 week training program. The training will take place at the Amoco Marketing Institute as well as in various "field" locations. The ability to travel will be critical. Permanent assignment at the end of the program will be according to Amoco's needs. Successful candidates will agree to relocation as necessary.
- * Most recent 2 APMs and an Amoco resume should be sent to Connie Jarrett at Mail Code 0301 in the General Office. Materials may be faxed to Connie at 555-555-5555.

Interviews are scheduled for June XX and June XX.

The next SOM Training Program will begin August XX. All successful candidates will be expected to be completely free of current positions by that date.

No vacations can be taken during the training period August XX through November XX, 19XX