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| Position Title: | Research and Commercial Analyst |
| Location: | Sydney |
| Reports to (Title): | GM Strategy & Business Development |

PURPOSE

As part of the Strategy and Product team, the **Research and Commercial Analyst** will work closely with Industry and Customers to provide research, data insights, and provide product opportunities to enhance 1-Stop revenue. This role is critical in assessing market activities and providing new and commercially viable ideas in a “succeed or fail fast” manner in order to grow the product and customer base. The role also provides the process to trial new solutions for products and will support Go-To-Market for new products.

ROLE & RESPONSIBILITIES

- Analyse a wide variety of data sources to deliver insights and create opportunities for new product for 1-Stop investment
- Support product development strategies to drive user satisfaction and engagement across new and existing products
- Support the product managers with timely analysis and data insights to optimise and improve product performance
- Contribute to the reporting functions within the team and collaborate with key areas of the business to uncover new analytics and data mining projects with the aim of maximising profitability and identifying market opportunities
- Communicate effectively with customers to discover opportunities and present to management
- Undertake engagement activities in a consulting manner to understand the environment and to qualify customer requirements
- Communicate with customers frequently and effectively to build working relationships
- Deliver business cases and conduct and maintain market assessments to support positions on new products

QUALIFICATIONS

Required

- Strong market assessment skills and analytical capabilities
- Strong commercial acumen including business case development and problem solving skills
- Strong communication, stakeholder and supplier management skills

Desired

- Experience/knowledge in the Shipping/Transportation industry
- Previous consulting or business improvement experience

1-Stop Connections Pty Ltd

PO Box 204
Rockdale, NSW, 2216
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ABN 58 102 573 544

Ph: 1300 881 055 (Australia)
+61 2 9588 8900 (International)
Fax: +61 2 9567 9967
Email: helpdesk@1-stop.com

www.1-stop.com

COMPETENCIES & SKILLS

Behavioural

| Competency Group | Skills |
|------------------------------|--|
| Communication & Influence | <ul style="list-style-type: none"> Persuasive Communication Interpersonal Awareness Influencing Others Oral Communication Written Communication Building Collaborative Relationships |
| Problem-Solving & Prevention | <ul style="list-style-type: none"> Diagnostic Information Gathering Analytical Thinking Conceptual Thinking Forward Thinking |
| Results Focused | <ul style="list-style-type: none"> Initiative Fostering Innovation Results Orientation Decisiveness |
| Customer Focused | <ul style="list-style-type: none"> Understanding Customer's Needs Personalised Service Professional Service |
| Self-Management | <ul style="list-style-type: none"> Stress Management Personal Credibility Flexibility Planning & Organisation |
| Leading Others | <ul style="list-style-type: none"> Fostering Teamwork Manage Change Manage Performance |

Technical

- Ability to communicate in a clear, supportive and professional manner with both internal and external parties and ability to maintain confidentiality where required;
- Open and collaborative style; must be comfortable working in an environment where ideas are shared and challenged
- Prioritisation of work schedules amidst competing deadlines and completion of accurate reporting
- Ability to self-motivate and be accountable
- Flexible and able to adapt within a fast-paced, rapidly changing environment.
- Demonstrated ability to develop repeatable processes or improve existing processes
- Proven business and commercial acumen

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WORKING CONDITIONS

- All tasks are driven by a need to provide exceptional service to customers.
- The role is subject to constantly changing demands that can be unpredictable.
- The role has responsibility for meeting agreed service standards and for meeting some operational deadlines which relate to what is considered an acceptable level of customer service by the company.
- Ability to travel both domestic and international.

PHYSICAL REQUIREMENTS

The post requires normal physical effort.

ORGANISATIONAL RELATIONSHIP

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|-----------------------------------|---|
| Business Department | Strategy & Business Development |
| Business Function | Research & Development |
| Direct reports | Nil |
| Key internal Relationships | Leadership Team, Product Management, Development, Marketing, IT & Infrastructure, Project Managers, Account Managers |
| Key external Relationships | Non-CTO (Container Terminal Operator), CTO, S/L (Shipping Line) customers e.g. transport companies, freight forwarders. |

Note:

Role holders will be expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of the role and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

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| Approved by: | Jeremy Chee |
| Date Approved: | 24 th May 2016 |
| Reviewed: | |

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