



POSITION TITLE	CUSTOM FIT TECHNICIAN- CONTRACTOR
DEPARTMENT NAME	SALES
REPORTS TO	NATIONAL FIELD SALES MANAGER
LOCATION	NSW/QLD

JOB OVERVIEW:

This role is as a Fitting Technician who must conduct themselves as an ambassador for the Callaway Golf brands and deliver the highest standards of customer service to our account base and consumers alike. Working with the Sales team and reporting to the National Field Sales Manager, this role requires a fitting expert who is passionate about fitting and customer excellence. You will be responsible for custom fitting at our Mobile Fitting Days at Premium Callaway accounts around the NSW region with 8 weeks (in blocks of 2 weeks) within the 12 month period, spent in Queensland. You will also be required to plan, develop and execute fitting strategy and programs in association with the Fitting team. Days of work will be Tuesday to Saturday.

ROLES AND RESPONSIBILITIES

- **Callaway Mobile fitting**
 - Work with the Fitting and Sales Team to develop and deliver a Mobile Fitting schedule across NSW and QLD.
 - Coordinate Fitting Day Promotional material to maximise consumer appointments.
 - Deliver Premium Consumer Experience.
 - Follow up with Accounts post Fitting Day to measure success of Fitting Day.
 - Provide Reporting and Analysis of Fitting Days delivered.

- **Custom Fit Training and Strategy**
 - Conduct in-store retail custom fitting & product training for our key retail accounts. Both theoretical presentations & practical sessions in line with the company's methodologies (for both Callaway and Odyssey brands).
 - Provide advice on best practices in the use of all launch monitors (Trackman, FlightScope, GC2, SAM, Quintic etc.)
 - Develop and implement a strategy to ensure the most effective use of Callaway fitting tools in store and maximise sales conversion rates.
 - Ensure all Key Accounts drive maximum consumer attendance at Callaway fitting events.
 - Ensure Key Account compliance to agreed in-store initiatives.
 - Develop and implement strategy and training to ensure most effective use of Sales Representatives for mobile fitting.

- **Callaway Training & General**
 - Deliver Product Education sessions to Team Callaway Members, Sales Representatives & Trade.
 - Deliver Callaway Fitting Sessions with Team Callaway Members, Sales Representatives & Trade.
 - Fulfill all aspects of Callaway Learning modules.
 - To conduct "World Class" Retailer training. The objective is to enable the retailer to communicate Callaway products and technologies clearly and effectively resulting in increased sales.
 - To impart expert product knowledge (including features, benefits and points of differentiation) tailoring communication style to audience.

- Meet and exceed Callaway Golf performance goals & standards, e.g. sales targets, call rates, customer service, cycle counts
- Account for demo stock regularly through conducting a cycle count periodically in a timely manner.
- Build rapport and long term relationships with retail customers with the focus of adding value to their business in everything we do
- Support Sales and Marketing for demo / fitting events or trade shows.
- Ensure Myagi training is current.

TECHNICAL COMPETENCIES

- An individual who exudes enthusiasm for golf and golf products.
- Extensive knowledge and experience in the golf industry
- Outstanding communication and customer service skills.
- Demonstrated high attention to detail.
- Ability to remain calm & deal with conflict using key negotiating skills.
- Co-ordination and forecasting of requirements leading up to new product launches.
- Proven, confident presenter to audiences of all sizes & levels.
- Skilled in organising resources and establishing priorities.
- Ability to develop and maintain record keeping systems and procedures.
- Computer office suite literacy to at least intermediate level.
- Full drivers licence is mandatory.

EDUCATION AND EXPERIENCE

- Preference will be given to PGA members
- Extensive Fitting Experience with knowledge of launch monitors and reading the data they produce
- High knowledge of golf and related products

PHYSICAL REQUIREMENTS / WORK ENVIRONMENT

- Significant driving required. Time spent overnight away from home.
- Regular travel throughout NSW and 8 weeks in QLD (in 2 week blocks)
- Lifting and carrying in line with OH&S guidelines

DISCLAIMER

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in the classification and it may be changed by management at any time. Other duties may also apply. Distribution of this item outside of the Company without an authorized release is a violation of Company policy.