



Job Title: (Assistant) General Manager

Dutch Cargo is a fast-growing omni-channel business founded in 2010. The company focusses on import, distribution and sales of “bikes for transport” in Australia and NZ. Dutch Cargo exclusively represent a premium selection of the global / European brands leading the niche segment – e Cargo Bikes – such as Tern Bicycles, Urban Arrow, O2Feel, Riese & Muller and more. Dutch Cargo has the majority market share and a leading role in the Oceania region in growing awareness and interest. The company will expand this position in the next 5 years rapidly.

About the role:

The General Manager has a pivotal role in the 5-year expansion strategy execution of the business as it expands in scope and scale. You will be adding to the top line (increase revenue / sales) and bottom line (increase margins) whilst overall managing the day-to-day business. You will be based at our HQ located at Unit #1B, 273-275 Wickham Rd in Moorabbin.

Key responsibilities include:

Sales

- Manage the B2B Sales and Dealer network (enhance, nurture, expand)
- Manage the start and growth of the B2B corporate & business sales
- Manage the start and growth of the B2B government sales
- Manage the B2C Test Centre Sales and Development, predominantly
- Co-develop the B2C Online Sales Strategy and Execution

Suppliers

- Manage specific suppliers internationally
- Manage local suppliers of products, accessories, parts and/or services

Logistics & Operations:

- Manage the origination and supply efficiency.
- Manage all international (incoming) shipments of goods.
- Manage domestic freight accounts

Lobbying and general advocacy:

- Expand the company's network and reach
- Build awareness at a local and federal government level
- Support the bikeandstay.org project

Commercial:

- Actively involve in growing the business
- Manage Sales Budget, Forecast, Planning and Orders
- Co-develop pricing strategy for the market (B2B and B2C)
- Create regular competitor analyses and benchmarking structure

General:

- Manage Workshop and Services
- Manage Leads -> Sales -> Order process until Trustpilot
- Manage CRM
- Setup efficient sales process & communication standards (internal / external)

For these responsibilities the business requires the following:



Skills and Competencies

- Strong communication skills (verbally and in writing).
- Strong analytical and capabilities.
- Strong negotiating skills.
- Result Orientation.
- Ability to develop and maintain profitable long-term business relationships.
- Team player and people manager, leading by example.
- The ability to multi-task and prioritise short/mid/long term.
- Commercial attitude.
- Technically competent.
- Strong computer literacy and efficiency.

Qualifications

- A bachelors or preferably master's degree.
- Commercial Experience and acumen.
- General Management Experience and/or ambition
- 10+ years' work experience.

Requirements

- Australian citizen or PR.
- Living near our HQ, preferably within cycling distance.
- A passion for sustainable e Cargo, e Bike, Urban Transport and Micro Mobility.
- Willing to travel locally and international as required.
- Dynamic, efficient and hands-on.
- Flexibility to work weekdays, evenings and weekends as required.
- Ability to manage the business independently when owners are absent due to leave or overseas travel.
- Ability to stay on top in a fast-paced business.
- Reliability and trustworthiness – do as you say and say as you do.
- Learning ability – taking in new information and applying it effectively.

Last Updated: 16-November-2021

Reporting to: Managing Director
Direct Reports: Sales and Operations Manager HQ