

Customer Service Coordinator



Position Title:	Customer Service Coordinator
Department / Function:	Product Sales
Reports to:	Team Leader Customer Sales

About St John Ambulance South Australia

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for 140 years. We help tens of thousands of people across the state each year through the delivery of Event Health and Medical Services, first aid training and products, and social inclusion programs.

Within South Australia, St John engages some 1,200 volunteers to support the community in the provision of Event Health and Medical Services and Community Care services. St John Ambulance SA also employs over 200 paid staff, located across the state.

The Opportunity

The Customer Service Coordinator will support the Team Leader to ensure the successful day to day operations of the Product Sales Team.

The role will be responsible for the scheduling and support of Product Sales team to ensure efficient workflow allocation and resolution of day-to-day service delivery and customer service matters. It is expected the incumbent will have good product knowledge and provide support and expertise to clients and team members.

The role will support business improvement activities to improve efficiencies, adoption of new technology and implementation of new operational tasks.

Duties include but are not limited to:

- Coordinate and manage daily schedules for Product Sales team, ensuring efficient allocation of jobs and resources to meet customer and operational needs.
- Respond to customer enquiries, manage appointments and service updates, and deliver a high level of customer service through proactive communication.
- Provide administrative and operational support, including order processing, reporting, travel coordination, and maintaining accurate scheduling and job management systems.
- Support sales activities by assisting customers with product recommendations, quotes, and supply purchases while maintaining strong product knowledge.
- Contribute to continuous improvement initiatives by supporting new systems and processes, identifying efficiencies, and providing day-to-day support to the Product Sales team.

Essential Criteria

- Experience in business-to-business sales and customer service.
- Experience coordinating field service teams or mobile workforces.
- Ability to build and maintain effective working relationships with team members and external stakeholders.
- Ability to effectively problem solve and make appropriate decisions.

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- Experience with Salesforce or other CRM, scheduling and workforce management systems.
- Experience delivering or supporting continuous improvements, projects or system implementations.
- Experience working within a service, health care, logistics or field service environment (desirable).

How to Apply

Submit your application [HERE](#) with your CV and cover letter expressing why you are suited to the position. Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check and the evidence of the right to work in Australia.