

Outbound Sales Consultant



Position Title:	Outbound Sales Consultant
Award/Common Law	General Retail Industry Award
Classification – Grade:	Level 4

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Outbound Sales Consultant will proactively engage with existing and lapsed customers to drive increased training course participation and sales of other services and products. The position will be able to clearly articulate our products and services (primarily commercial training) and meet targets to book students. The role will also support the Call Centre Team with inbound calls and case work.

Duties include but are not limited to:

Outbound calls

- Call existing and lapsed students to drive return business.
- Book students directly to courses and undertake associated administration.
- Proactively share information about other services and products to maximise upselling opportunities.

Customer Service and Sales

- Provide backup coverage to inbound team through answering and managing calls on a busy multi-line phone system
- Respond to enquiries and book customers into first aid training courses
- Promote and sell first aid courses, services, and products
- Provide accurate information about company services and offerings
- Maintain accurate customer records and process orders
- Complete call logs and basic sales reports in line with procedures

Administration

- Maintain accurate electronic and hard copy records
- Issue confirmations, invoices, and certificates
- Perform data entry for training course attendance and records
- Reconcile cash and prepare reports as required
- Prepare routine correspondence and documentation
- Attend team meetings and participate in training and development

Outbound Sales Consultant



- Support general administrative tasks as required
- Review performance and KPIs with the Team Leader regularly

Essential Criteria

- Ability to engage with warm leads and clearly articulate training courses and other products.
- Experience working to KPIs and sales targets.
- Experience with outbound and inbound calls
- Proven ability in sales, retention, cross-selling, or up-selling
- Strong data entry and keyboard skills
- Experience using Microsoft Office, databases, and email systems
- Ability to build and maintain positive working relationships both with external clients and internal team members
- Ability to prioritise tasks and meet deadlines
- Clear, professional, and inclusive communication skills
- Respectful, positive approach when working with others
- Strong customer service mindset
- Ability to understand customer needs and provide practical solutions
- Good time management and attention to detail
- Self-motivated and adaptable
- Experience with multi-line telephone systems

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.