

CUSTOMER SALES CONSULTANT

- **Casual position**
- **Well established dynamic and innovative organisation**
- **Be part of a fun & exciting team**
- **Located in Adelaide CBD close to shops, food and public transport!**
- **Immediate Start!**

WHO WE ARE

St John is a charity in the South Australian community working for the Service of Humanity. St John SA engages some 1,500 volunteers supporting the community in the provision of First Aid Services and Community engagement. St John SA also employs approximately 100 paid staff located at State Office and across the State.

WHAT WILL YOU DO

A unique opportunity has arisen to join the St John Call Centre team. Our busy team assists customers to purchase our products, and answer general enquiries. Team members are an integral part in driving our sales campaigns.

You will join a high performing team and utilise your enthusiasm, excellent customer service and sales skills to service new and existing customers. You will be highly appreciated as an integral part of the business. This role will be responsible for both inbound and outbound calls.

WHAT WE ARE LOOKING FOR

- A team player, with a great work ethic that supports and respects the people around them
- A person who is organised, confident and has great time management
- An excellent communicator with the ability to deal with a diverse range of people
- Have a can-do attitude and be results focussed
- Experience in a sales, customer service, administration, cross-selling and up-selling
- Knowledge of Microsoft suite of products and experience with data processing
- Experience using a multi-line telephone system is ideal but not essential

WHAT NOW?

- Excited about this role – Click the APPLY button to submit your application
- Please click [here](#) for a detailed Job & Person Specification

Employment is dependent upon a Criminal History Check and Working With Children Check, both of which St John finds satisfactory, and you must evidence the right to work in Australia.

St John SA values diversity in the workplace and is an equal opportunity employer.

Enquiries may be directed to the Mark Hodgson on (08) 8306 6984 or at mark.hodgson@stjohnsa.com.au

Applications close 18 August 2021

Fairness Integrity Responsibility Service Trust

Accountability Inclusive Dependable

1300 78 5646

stjohnsa.com.au



Job and Person Specification

Paid Staff



Position Title:	Customer Sales Consultant
Department / Function:	Corporate and Commercial
Reports to:	Customer Sales Team Leader
Agreement / Non - EEA:	Agreement
Classification – Grade:	Grade 3

About St John Ambulance Australia - South Australia Inc

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

Position Summary and Requirements

The Customer Sales Consultant will provide a quality first point of contact for customers with enquiries, requests and complaints.

These enquiries will be responded to in a timely, professional and efficient manner whether by electronic, telephone or face to face interaction.

The Customer Sales Consultant will be responsible for managing inbound calls and will focus outbound calls on warm leads from an existing client base to efficiently build and sustain customer relationships.

Key Relationships

Number of Direct Reports:	None
Key Internal Relationships:	Customer Sales Team Leader Customer Sales Team
Key External Relationships:	None

Key Accountabilities	Key Tasks	Measures
Customer Service and Sales	<ul style="list-style-type: none"> • Answer and respond to telephone calls on a busy multi-line telephone system • Assist with enquiries and sales • Conducting outbound administration update calls and follow up on call backs to generate sales • Conducting outbound calls to existing customers of St Johns • Pro-actively follow up all incoming sales leads and enquiries • Manage and resolve customer complaints • Follow up customer calls where necessary • Provide accurate information to customers • Cross Sell other St John Products • Enter new customer information onto data system and update existing customer information • Document all call information according to standard operating procedures • Complete call log 	<ul style="list-style-type: none"> • Mitel call register results – indicate number of inbound, outbound calls. • Including lost call rate and time inactive on the phone – as set by Team Leader
Administration	<ul style="list-style-type: none"> • Create and maintain accurate electronic data entry records in relation to calls made and customers contacted • Forward documents to customers as required • Maintain hard copy records and information as required • Undertake accurate and efficient data entry of customer details • Reconcile cash till with Team Leader as required • Undertake other activities as determined from time to time by Team Leader • Adhere to customer service standards and relevant St John SA policies and procedures • Undertake a range of administrative functions, including answering phones and other activities to support the delivery of quality customer services • Present a positive and professional attitude and appearance 	<ul style="list-style-type: none"> • Cash register balance check weekly as directed • Attendance and performance reports, including statements of attainment
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current First Aid Certificate, Manual Handling and Infection Control Training • Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager 	<ul style="list-style-type: none"> • Work station self-assessment completed annually • Maintain compliance by completing all required training • Take a proactive and preventative approach to maintaining a safe work environment

Knowledge, Experience and Capabilities

- A commitment to customer service and the ability to be responsive to customer / client and volunteer requests
- Well-developed verbal communication and interpersonal skills with the ability to deal with a diverse range of people
- Ability to record information accurately with a high attention to detail
- Ability to meet regular deadlines with proven time management skills
- Good organisational skills
- Strong influencing and negotiation/consultation skills
- Able to build rapport with customers
- Excellent phone manner
- Experience and working knowledge of the Microsoft Office range of applications, database and email systems
- Experience using a multi-line telephone system
- Experience in a sales, customer service, administration or other public facing work environment
- Proven experience in Retention/Intervention, Cross-Selling & Up-Selling
- Highly developed data entry and keyboarding skills
- Previous experience in conducting outbound calls
- Experience working with not for profit / community based groups (desirable)

Personal Attributes

- Understanding of effective customer service & sales techniques
- Knowledge of the not for profit / community sectors (desirable)
- Availability across a 7-day roster is essential
- The position requires some flexibility in order to meet organisational needs

Qualifications / Certifications

- Acquire (if not already held) and maintain first aid certification

Essential requirements

- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.