

PRODUCT SALES CONSULTANT (Restockist)

Casual role based in Whyalla



WHO WE ARE & WHAT WE DO:

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 SA engages some 1,000 volunteers supporting the community in the provision of First Aid services and community services. St John SA also employs approximately 100 paid staff, located across the state.

WHAT WILL YOU DO?

You will:

- Undertake a broad range of customer service activities
- Provide a professional service to clients in the provision of St John products and services
- Proactively sell and market First Aid Kits, supplies and services through daily interaction with clients and scheduled visits
- Offer product advice to clients
- Join a high performing team and utilise your enthusiasm, excellent customer service and sales skills to service new and existing customers
- Be highly appreciated as an integral part of the business.

WHAT WILL YOU BRING?

- Experience in the area of sales and customer service
- Experience in invoicing, quoting and supporting staff
- 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
- Knowledge of Microsoft Suite and experience with data processing.

WHAT NOW?

Excited about this role? We invite you to apply with your updated resume and cover letter - one page summary application outlining your competencies, past experience, and other relevant information that highlights suitability for the role.

For a Job and Person Specification, please visit St John Ambulance SA.

Enquiries may be directed to Marika Honkanen – Product Consultant Team Leader at Marika.Honkanen@stjohnsa.com.au or call 08 8306 6902 (Option 2).

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, COVID vaccination certificate and you must provide evidence of the right to work in Australia.

St John Ambulance Australia SA Inc.

ST JOHN AMBULANCE AUSTRALIA SA INC
ABN 42 947 425 570

St John SA delivers nationally
recognised training in partnership with
RTO 88041 St John Ambulance Australia Ltd

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F: 08 8306 6995

W: stjohnsa.com.au



JOB AND PERSON SPECIFICATION

Position Title:	Mobile Product Sales Consultant
Reports Directly to:	Senior Manager Customer Service & Business Development
Responsible for:	N/A
Member of:	Corporate & Commercial
Grade:	3

About St John

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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.

Purpose of the Position

The Mobile Product Sales Consultant will undertake a broad range of customer service activities including provision of products and offering advice to clients on St John products and services available.

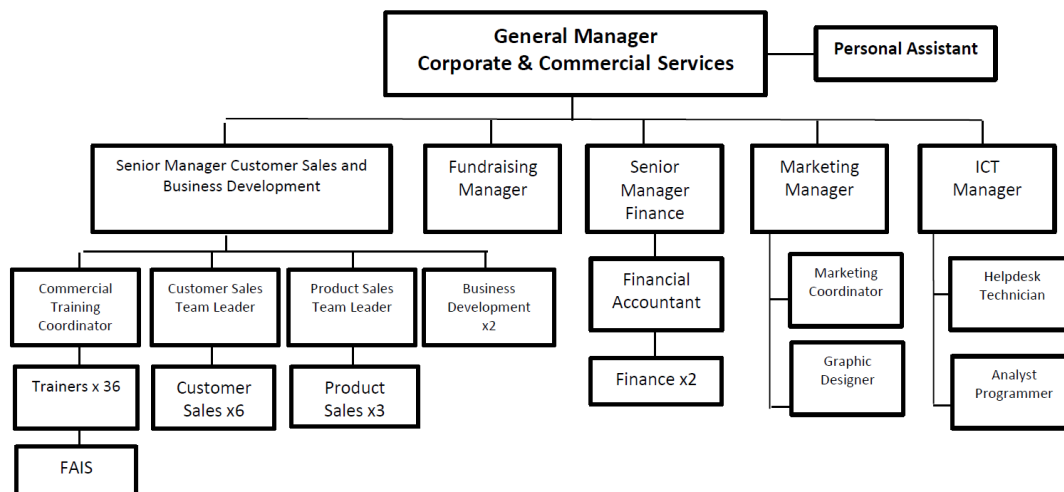
St John Values

Teamwork	Our people challenge themselves to be the best they can, and operate in a spirit of teamwork to provide community benefit through education, care and connection
Integrity	Integrity underpins all that we do
High quality services	High quality services are provided to all of our clients, patients and customers
Diversity	We celebrate and aim to reflect the diversity of the South Australian community and work in the spirit of reconciliation
Respect	As our most important asset, our people are shown respect, are valued and developed

Special Conditions

- Some out of hours work may be required
- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate which is acceptable to St John prior to commencing employment with St John. Failure to possess an acceptable National Police Certificate could result in the termination of your employment. Continued employment is subject to the maintenance of a satisfactory NPC.
- In addition to the NPC, incumbents will be required to provide a current and satisfactory Working With Children Check (WWCC) child related screening check via DHS
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

Organisational Relationships



Key Performance Indicator (KPI)

Key Responsibilities	Key Tasks	Measures
First Aid Products	<ul style="list-style-type: none"> Assist with the administration of contracts for supply of products Ensure ongoing liaison and communication with warehouse team for stock & sourcing of non-standard product lines Establish, maintain and enhance ongoing contact and communication with key clients and business partners Assist with the coordination of sales activities at events and functions Maintain up-to-date retail activity records Ensure appropriate sales information is communicated to internal and external stakeholders Work with the Product Team Leader and Business Development Team to expand sales base Assist at promotional events to showcase the range of St John products and services Proactive introduction of products to clients. 	<ul style="list-style-type: none"> Activity records maintained, current and accurate Achieve sales targets as determined by Manager
Customer Service	<ul style="list-style-type: none"> Provide a professional service to clients in the provision of St John products and services Proactively sell and market First Aid Kits, supplies and services through daily interaction with clients Process sales whether via telephone, website, email, fax or face to face or in response to promotional activities Forward opportunity for major sales leads to the Business Development Representatives Respond in a timely, professional and efficient manner to client enquiries Present a professional appearance at all times 	<ul style="list-style-type: none"> Uniform worn at all time while on duty Acknowledge customer queries within 24 hours based on your working roster Punctual 100% of the time for rostered appointments

Telephone Enquiries	<ul style="list-style-type: none"> • Service current Training clients • Manage and resolve customer complaints • Enter new customer information onto data system and update existing customer information • Process orders, forms and applications • Identify and escalate priority issues • Follow up customer calls where necessary • Document all call information according to standard operating procedures • Pro-actively follow up all incoming sales leads and enquiries' • Cross sell other St John products • Provide accurate information to customers in regards to the services provided at St John • Outbound calling to secure appointments 	<ul style="list-style-type: none"> • Respond to customer queries within 24 hours via phone or email
Administration	<ul style="list-style-type: none"> • Check and coordinate with warehousing team to ensure stock levels are appropriate for customer needs • Create and maintain accurate electronic data entry records in relation to stock control, orders and sales • Print and send/tax invoices to individuals and organisations placing orders • Process web orders and POS orders • Assist in the co-ordination of the mobile sales consultants bookings diary • Follow up back orders with warehousing • Assist in the administration of end of day banking • Electronically file and maintain hard copy records and information as required • Adhere to customer service standards and relevant St John policies and procedures including WHS • Undertake projects as determined by the Business Representative Manager • Attend Sales and Customer Service meetings and other professional development workshops as required 	<ul style="list-style-type: none"> • Data entry records accurate • Invoices and quotes generated according to order requests and supply • Invoices and quotes processed with 100% accuracy • Filing maintained to required level - current
Workplace Health & Safety	<ul style="list-style-type: none"> • Ensure work station, including vehicle, is kept safe and tidy • Undertake work station self-assessment on an annual basis • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers • Proactively address safety and child protection matters 	<ul style="list-style-type: none"> • Work station self-assessment completed annually • Complete first aid training • Complete WHS online training

Core Competencies, Skills and Experience

PEOPLE	
Communication	<ul style="list-style-type: none"> • Uses appropriate styles and methods/mediums for the particular audience • Uses positive and inclusive communication techniques • Messages delivered are clear and articulate
Team Work	<ul style="list-style-type: none"> • Actively participates as a member of a team • Responds positively to instructions and directives

	<ul style="list-style-type: none"> • Demonstrates respect for the opinions of others • Shares knowledge, information and expertise with the team
Self-Management	<ul style="list-style-type: none"> • Able to prioritise own work tasks appropriately • Aware of own emotions and those of others, takes these into consideration when acting • Self-motivated and diplomatic
SERVICE DELIVERY	
Customer Focus	<ul style="list-style-type: none"> • Develops and sustains productive internal and external customer relationships • Understand and is responsive to customers' objectives and needs
Problem Solving	<ul style="list-style-type: none"> • Involves others when required when seeking solutions
Results Focused	<ul style="list-style-type: none"> • All actions support the Business Unit plan • Knows what outcomes are required and focused on delivering these • Maintain focus at all times
Innovation	<ul style="list-style-type: none"> • Is receptive to new ideas and solutions • Makes constructive suggestions • Contributes to improvement of processes, methods and systems
Decision Making	<ul style="list-style-type: none"> • Decisions are made in a timely manner
CONTROLS	
Resource Management	<ul style="list-style-type: none"> • Resources are used effectively and appropriately ensuring minimal waste • Resource utilisation complies with policy
Managing Risk	<ul style="list-style-type: none"> • Understands and applies risk management to daily actions in accordance with agreed standards
Quality	<ul style="list-style-type: none"> • Is aware of and undertakes training to enhance and support continuous improvement efforts • Ensure high standards are maintained
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintains required training and qualifications for self • Responding appropriately when risks identified or an incident occurs
Change	<ul style="list-style-type: none"> • Adapts to changing needs, conditions and responsibilities • Maintains effectiveness when experiencing major work changes
Job Specific Competencies, Skills and Experience	
Skills	<ul style="list-style-type: none"> • Capacity for self-management with good organisational skills • A commitment to customer service and the ability to be responsive to client requests • Good communication and interpersonal skills with the ability to deal with a diverse range of people • Ability to build and maintain positive working relationships with a range of stakeholders • Ability to maintain a professional appearance at all times
Experience	<ul style="list-style-type: none"> • Experience and working knowledge of the Microsoft Office range of applications • Experience in the area of sales and customer service • Experience working with not for profit / community based groups (desirable)
Knowledge	<ul style="list-style-type: none"> • Understanding of effective customer service techniques • Knowledge of first aid products and services (desirable) • Knowledge of the not for profit / community sectors (desirable)
Essential Qualifications	<ul style="list-style-type: none"> • Current South Australian Driver's License • Ability to drive a manual vehicle is essential • Acquire (if not already held) maintain first aid certificate

General Position Information

This is a causal position currently based in the State Office in Unley.

J&PS Review and Acceptance

Job Holder	Name: Signature: Date:
Supervisor / Manager	Name: Signature: Date: