

# PRODUCT SALES TEAM LEADER

Permanent part-time (0.8 FTE) or full time position



## 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 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, with a focus on sales conversion
- Offer St John first aid products and service advice to clients
- Be proactive in generating new business
- Provide leadership and support to mobile product sales consultants
- 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 first aid product sales and customer service
- Experience in managing 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 of products 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.

Enquiries may be directed to Dominic Coppola, Manager of Customer Service & Business Development at [dominic.coppola@stjohnsa.com.au](mailto:dominic.coppola@stjohnsa.com.au) or call 0424 025 919.

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

***Employment is dependent upon a satisfactory Criminal History check, current Working with Children Check, up to date COVID vaccination certificate and valid rights 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  
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## JOB AND PERSON SPECIFICATION

<b>Position Title:</b>	Product Sales Team Leader
<b>Reports Directly to:</b>	Senior Manager – Customer Sales and Business Development
<b>Responsible for:</b>	Product Sales Consultants
<b>Member of:</b>	Sales Team
<b>Grade:</b>	4

### About St John

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 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 Product Sales Team Leader is responsible for overseeing and providing management support to the Product Sales Team whilst also maintaining strong links and partnerships with the Training Team.

The Product Sales Team Leader in cooperation with the Education Team Leader will be responsible for the effective and efficient scheduling of Trainers, training courses and Trainer rostering to ensure customer/client training needs are met.

The Product Sales Team Leader will also work to achieving the company sales targets in training and retail environments.

### St John Values

<b>Fairness</b>	Put people and patients first, upholding St John’s standards of <b>fairness</b> and ethical conduct.
<b>Integrity</b>	Ensure at all times conduct, <b>integrity</b> and behaviour reflects the values of St John.
<b>Responsibility</b>	Through the services we provide, uphold St John’s <b>responsibility</b> to protect persons from injury or death.
<b>Service</b>	Provide a quality and responsive <b>service</b> which meets customer and community expectations.
<b>Trust</b>	Be <b>Trusted</b> to remain calm in stressful situations, make tough decisions and discover practical solutions.
<b>Accountability</b>	Be responsible, take action and have <b>accountability</b> for the services provided to others.
<b>Inclusive</b>	Recognise diversity and be <b>inclusive</b> in working with everyone in the spirit of “one St John”.
<b>Dependable</b>	Will be dedicated to providing a consistent, <b>dependable</b> service that others can rely on.

### Special Conditions

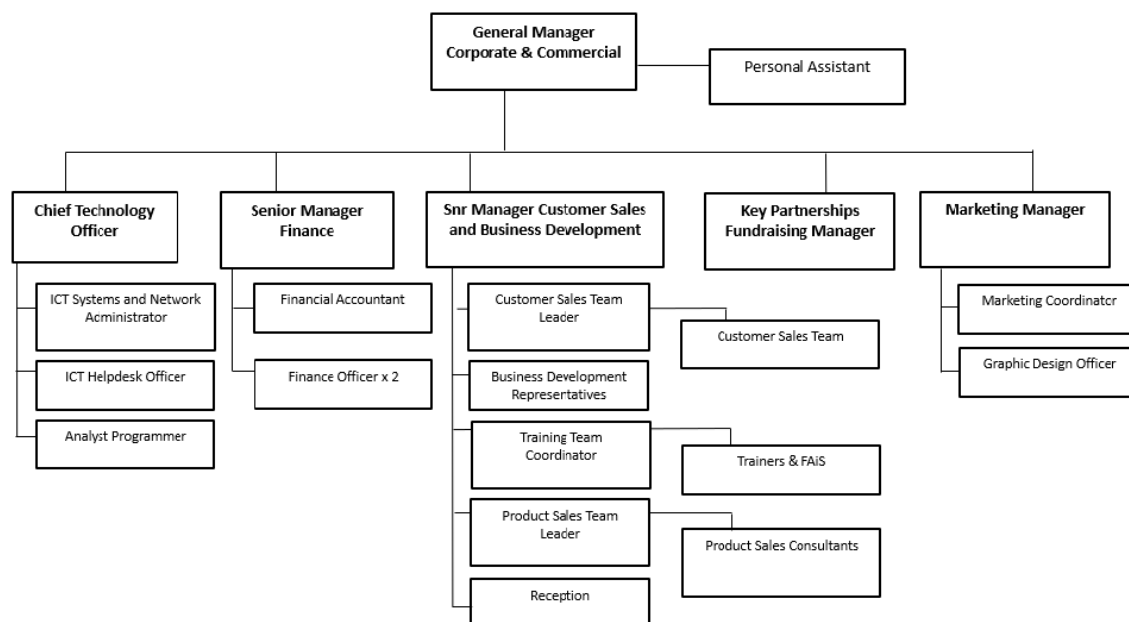
- Some out of hours work may be required
- Current South Australian Driver’s License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate which is acceptable to St John prior to commencing employment with St John. 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.

- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

## Organisational Relationships

# Corporate & Commercial



## Key Performance Indicator (KPI)

Key Responsibilities	Key Tasks	Measures
<b>Training Delivery</b>	<ul style="list-style-type: none"> <li>• Maintain an annual training calendar of public and private training courses</li> <li>• Create training timetables monthly and ensure they are available to clients</li> <li>• Coordinate courses and liaise with corporate clients regarding course bookings</li> <li>• Overseeing the quality of training data entry</li> <li>• Maintain regular liaison with Education Team Leader to ensure coordination of the Trainers</li> <li>• Liaise with relevant training centre management to ensure ongoing use of facilities and maintenance of facilities to St John standards</li> <li>• Ensuring course schedules on website are correct</li> <li>• Ensuring last minute specials on training courses for the following week are published online</li> </ul>	<ul style="list-style-type: none"> <li>• Training calendar developed and maintained</li> <li>• Random checks of data conducted monthly</li> <li>• Posted schedules accurate</li> </ul>
<b>Customer Service Delivery</b>	<ul style="list-style-type: none"> <li>• Manage the Customer Sales Team ensuring customer needs are fulfilled in a timely and efficient manner</li> </ul>	<ul style="list-style-type: none"> <li>• Projects completed to agreed time frames</li> <li>• Sales Team targets met</li> </ul>

	<ul style="list-style-type: none"> <li>• In consultation with the Business Relationship Manager implement strategies designed to drive continuous improvement in sales and staff development</li> <li>• Identify opportunities to improve current internal systems and processes</li> <li>• Undertake project work as directed by the Business Relationship Manager</li> <li>• Achieving Customer Sales Team Target</li> </ul>	
<b>Communication &amp; Liaison</b>	<ul style="list-style-type: none"> <li>• Respond to customer enquiries and bookings via face to face, telephone or electronic means</li> <li>• Participate in St John staff meetings and consultation processes and facilitate access to information via updates, team meeting, newsletters and other communication channels</li> <li>• Attend regular Sales meetings and other appropriate forums.</li> <li>• Manage stakeholders through appropriate forums</li> <li>• Responsible for writing and implementing customer sales script.</li> </ul>	<ul style="list-style-type: none"> <li>• Team meetings conducted monthly</li> <li>• Customer Sales Scripts current at all times</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Prepare training course schedules and co-ordinate the delivery of these training courses whilst maintaining the appropriate reporting systems</li> <li>• Ensure training bookings, courses, venue records and other training records are kept up to date and provide reports to key stakeholders as required.</li> <li>• Monitor expenditure to company guidelines</li> <li>• Monitor and follow up all outstanding accounts in training and product</li> <li>• Responsible for Customer Sales Policies and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Schedules developed and managed to time frames</li> <li>• Reports run as required</li> <li>• Expenses within budget expectations</li> <li>• Policy and Procedure maintained</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Responsible for the day-to-day management and support of the Sales Team, including monitoring delivery against objectives, quality standards, personal development, coaching and appraisal.</li> <li>• Undertake responsibility for recruitment, induction, training, supervision and review of all delegated staff.</li> <li>• Ensure effective administration and processing of Customer Sales Team timesheets, leave requests and workflow planning</li> <li>• Ensure a commitment to development, coaching and training of staff.</li> <li>• Implement and maintain effective staff communication.</li> <li>• Conduct fortnightly meetings with each Customer Sales Team member</li> <li>• Conduct fortnightly call coaching with each Customer Sales Team member</li> <li>• Documenting and preparing for succession planning within the Customer Sales Team</li> </ul>	<ul style="list-style-type: none"> <li>• Timesheets completed accurately and submitted to schedule</li> <li>• Fortnightly 1:1 meetings held to schedule</li> <li>• Performance Reviews conducted to schedule</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Maintain current First Aid Certificate and ensure staff also maintain training.</li> <li>• Ensure day-to-day management of Work, Health and Safety issues within the work area and demonstrate leadership and communication on these matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Credentialing maintained and current</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake risk assessment of the work area when workplace changes occur (including renovations, painting, new equipment, etc.).</li> <li>• Ensure staff and volunteers are aware of workplace health and safety responsibilities, and that these are effectively undertaken (including workplace assessments, etc.).</li> <li>• Proactively address safety and child protection matters</li> <li>• Ensure work station is kept safe and tidy</li> <li>• Undertake work station self-assessment on an annual basis</li> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers</li> </ul>	<ul style="list-style-type: none"> <li>• Work station self assessment completed annually</li> </ul>
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**Core Competencies, Skills and Experience**

<b>PEOPLE</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Uses appropriate styles and methods/mediums for the particular audience</li> <li>• Uses positive and inclusive communication techniques</li> <li>• Gathers and disseminates information appropriate for the team</li> <li>• Messages delivered are clear and articulate</li> <li>• Influence and negotiate effectively</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Actively promotes the St John values and positive culture</li> <li>• Participate and contributes to the development and success of the team</li> <li>• Values contributing to teamwork in order to achieve goals</li> <li>• Foster a team environment, welcoming co-operation and collaboration</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>• Able to prioritise own work tasks appropriately</li> <li>• Negotiates with managers, peers and direct reports in order to achieve goals</li> <li>• Aware of own emotions and those of others, takes these into consideration when acting</li> <li>• Self-motivated and diplomatic</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Actively conducts Performance Appraisals and meets formally at least twice yearly</li> <li>• Employee administration is processed efficiently and on time (leave, timesheets, pay changes etc)</li> <li>• Empowers others by developing their talent, skills and confidence</li> <li>• Builds an effective team which is inclusive, positive and supportive</li> <li>• Provides appropriate support and resources for others to deliver high quality work</li> <li>• Helps team members have a clear understanding of what they will need to do differently and overcome resistance</li> </ul>
<b>SERVICE DELIVERY</b>	
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Develops and sustains productive internal and external customer relationships</li> <li>• Understand and is responsive to customers' objectives and needs</li> <li>• Readily readjusts priorities to respond to changing customer demands as appropriate</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses logical reasoning to work through issues</li> <li>• Identifies pragmatic well rounded solutions</li> </ul>

	<ul style="list-style-type: none"> <li>View problems as challenges for generating new ideas</li> </ul>
<b>Results Focused</b>	<ul style="list-style-type: none"> <li>All actions support the Business Unit plan</li> <li>Knows what outcomes are required and focused on delivering these</li> <li>Maintain focus at all times</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>Seeks out creative opportunities to improve, streamline and reinvent work processes</li> <li>Is receptive to and contributes new ideas and solutions</li> <li>Applies original thinking in approach to improving processes, methods and systems</li> <li>Welcomes novel ideas and looks beyond common solutions and tried and true methods</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Considers different perspectives when making decisions</li> <li>Decision are clear, consistent and transparent</li> <li>Distinguishes relevant from irrelevant information</li> <li>Decisions are made in a timely manner</li> </ul>
<b>CONTROLS</b>	
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>Annual preparation of budget</li> <li>Management of budget according to Policy &amp; Procedure or direction with regards to financial controls</li> <li>Financial reporting and forecasting appropriately</li> <li>Appropriate spend and procurement of goods and services</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>Resource requirements are determined by workload</li> <li>Resources are used effectively and appropriately ensuring minimal waste</li> <li>Resource utilisation complies with policy</li> </ul>
<b>Managing Risk</b>	<ul style="list-style-type: none"> <li>Takes actions in which the benefits to the efficiency and effectiveness of service delivery are weighed against potential risk</li> <li>Contributes to prevention and detection internal controls for team</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Applies continuous improvement principles consistently</li> <li>Is aware of and undertakes training to enhance and support continuous improvement efforts</li> <li>Strives for efficient, effective high quality performance in self</li> <li>Takes initiative to make improvements</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Maintains required training and qualifications for self</li> <li>Responding appropriately when risks identified or an incident occurs</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>Demonstrates support and flexibility for organisational change and attainment of organisation goals</li> <li>Adapts to changing needs, conditions and responsibilities</li> <li>Adapts approach, goals and methods to achieve solutions and results in dynamic situations</li> </ul>
<b>Job Specific Competencies, Skills and Experience</b>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to make decisions, within delegated authority parameters</li> <li>Ability to represent St John SA internally and externally</li> <li>Strong relationship-building skills, with both internal and external stakeholders</li> <li>Highly motivated and enthusiastic, with excellent people management and communication skills</li> <li>Highly developed written and verbal communication skills</li> <li>Ability to influence and negotiate with all Members of St John</li> <li>Ability to identify, discuss and resolve issues with Members</li> <li>Ability to lead by example and motivate others to embrace change</li> <li>Displays customer service attitudes and behaviours</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated commitment to continuous improvement of current systems and practices to ensure quality services are delivered to clients</li> <li>• Strong organisational skills and attention to detail</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in customer service supervision</li> <li>• Experience in training coordination and management</li> <li>• Experience managing, supervising and supporting staff</li> <li>• Highly experienced in managing multiple tasks simultaneously</li> <li>• Experience in the use of Microsoft office suite of packages</li> <li>• Experience in Salesforce</li> <li>• Experience in rostering staff</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of modern management techniques</li> <li>• Demonstrated understanding and ability to interpret policy, procedures and relevant legislation</li> <li>• Exposure to, or an understanding of, the dynamics and drivers of charitable organisations</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Extensive experience in a sales or relationship management role</li> <li>• Acquire (if not already held) and maintain current First Aid certification</li> </ul>

**General Position Information**

This is a permanent part-time (0.8) or full-time position currently based in the State Office in Unley

Nominal working hours are Monday to Friday 8.30am to 5.00pm however the position requires some flexibility to meet organisational requirements or as negotiated with Business Relationship Manager

**J&PS Review and Acceptance**

<b>Job Holder</b>	Name:  Signature:  Date:
<b>Supervisor/Manager</b>	Name:  Signature:  Date: