

CUSTOMER SALES CONSULTANT

Casual 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:

- Be a part of our busy team, assisting customers who book first aid training, purchase first aid products, book restocking services, answer general enquiries and play an integral part in driving our sales campaigns
- 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
- Be responsible for both inbound and outbound calls.

WHAT WILL YOU BRING?

- 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
- Experience in Salesforce will be an advantage
- 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?

Then we invite you to apply with your updated resume and cover letter.

Enquiries may be directed to Amy Rosman – Team Leader Customer Sales at Amy.Rosman@stjohnsa.com.au or call 08 8306 6926

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

Applications received up to COB 17 June 2022.

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

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

T: 1300 78 5646
F: 08 8306 6995
W: stjohnsa.com.au



JOB AND PERSON SPECIFICATION

Position Title:	Customer Sales Consultant
Reports Directly to:	Customer Sales Team Leader
Responsible for:	NA
Member of:	Sales Team
Grade:	3

About St John

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Purpose of the Position

The Customer Sales Consultant will provide a quality first point of contact for customers with enquiries, requests and complaints relating to St John training courses, services and range of products provided by St John.

The Customer Sales Consultant will respond to public enquiries 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.

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



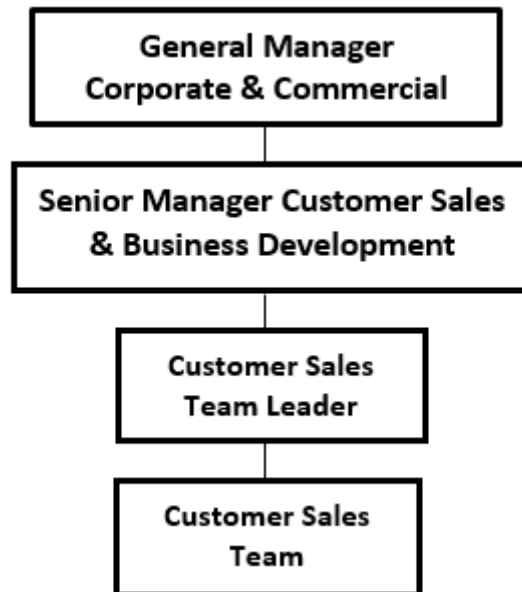
Respect

As our most important asset, our people are shown **Respect**, are valued and developed

Special Conditions

- Some out of hours' work may be required
- Must be prepared to relocate within St John should the need arise
- The incumbent is required to hold a National Police Certificate (NPC) prior to commencement of employment with St John. 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



Key Performance Indicator (KPI)

Key Responsibility	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 make bookings for courses regarding first aid training • Proactively sell and market first aid courses, services and products available from St John through the daily interaction with customers • Conducting outbound sales calls and follow up on call backs to generate sales • Conducting outbound calls to existing First Aid Course customers of St John • 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 in regards to the services provided at St John • Cross Sell other St John Products • Enter new customer information onto data system and update existing customer information 	<ul style="list-style-type: none"> • Mitel call register results – indicate number of inbounds, outbound calls. • Including lost call rate and time inactive on the phone – as set by Customer Service Team Leader • Measured on contribution to Quikview daily and monthly sales targets met, in line with other sales staff. • Completing course roll register in TASS within 30 days & accuracy of entering information

	<ul style="list-style-type: none"> • Process orders, forms and applications • Document all call information according to standard operating procedures • Complete call logs • Produce call reports 	
Administration	<ul style="list-style-type: none"> • Create and maintain accurate electronic data entry records in relation to courses scheduled and bookings taken. Provide reports as required • Issue and send confirmation letters/tax invoices • Forward certificates • Maintain hard copy records and information as required • Undertake accurate and efficient data entry of public and onsite training course rolls • Reconcile cash till with Customer Sales Team Leader as required • Organise cash reports with the Customer Sales Team Leader as required • Liaise with trainers, training officers and training coordinators as necessary • Liaise with other members within St John as required • Attend customer sales team meetings and other professional development as required • Undertake other activities as determined from time to time by the Customer Sales Team Leader • Adhere to customer service standards and relevant St John SA policies and procedures • Prepare correspondence and documents • 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 • Review own performance and KPI's with the Customer Sales Team Leader on a bi-monthly basis 	<ul style="list-style-type: none"> • Monthly processing of assigned client TASS reports and accuracy reporting • Ongoing performance appraisals from Customer sales team leader based on TASS reports • Cash register balance check weekly as directed • Attendance and performance reports, including statements of attainment • 90% attendance at weekly sales meetings
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current First Aid Certificate, Manual Handling and Infection Control Training • Ensure work station 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 your Team Leader or the WHS Advisor 	<ul style="list-style-type: none"> • Completes First aid training • St John Human resource measures records • Induction process and sign off • Completes WHS online training • Work station self assessment conducted annually

Workplace Health & Safety

- Proactively address safety and child protection matters
- Ensure work station 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

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 • 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 • Making customers and their needs a primary focus of one's actions
Problem Solving	<ul style="list-style-type: none"> • Uses logical reasoning to work through issues • Identifies pragmatic well rounded solutions • View problems as challenges for generating new ideas
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"> • Seeks out creative opportunities to improve, streamline and reinvent work processes • Is receptive to and contributes new ideas and solutions • Applies original thinking in approach to improving processes, methods and systems • Welcomes novel ideas and looks beyond common solutions and tried and true methods
Decision Making	<ul style="list-style-type: none"> • Considers different perspectives when making decisions • Decision are clear, consistent and transparent • Distinguishes relevant from irrelevant information • Decisions are made in a timely manner

CONTROLS	
Resources	<ul style="list-style-type: none"> • Resource requirements are determined by workload • 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"> • Applies continuous improvement principles consistently • Is aware of and undertakes training to enhance and support continuous improvement efforts • Strives for efficient, effective high quality performance in self • Takes initiative to make improvements
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"> • Demonstrates support and flexibility for organisational change and attainment of organisation goals • Adapts to changing needs, conditions and responsibilities • Adapts approach, goals and methods to achieve solutions and results in dynamic situations
Job Specific Competencies, Skills and Experience	
Skills	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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)
Knowledge	<ul style="list-style-type: none"> • Understanding of effective customer service & sales techniques • Knowledge of the not for profit / community sectors (desirable)
Essential Qualifications	<ul style="list-style-type: none"> • Acquire (if not already held) and maintain first aid certification

General Position Information

This is a permanent part-time position. Nominal working hours are between Monday to Friday 8.30am to 5.00pm however the position requires some flexibility in order to meet organisational needs.

J&PS Review and Acceptance

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