

# CUSTOMER SALES CONSULTANT

## PART TIME POSITION

- Join a dynamic team in a renowned community-focused organisation
- An environment that embraces collaboration, accountability and teamwork
- Every day will present a new opportunity for growth



## WHO WE ARE & WHAT WE DO

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for almost 140 years. We help tens of thousands of people across the state each year through the delivery of Event Health and Medical Services, first aid training and products, and social inclusion programs.

Within South Australia, St John engages more than 1,000 volunteers to support the community in the provision of Health and Medical Services and Community Care services. St John Ambulance SA also employs over 200 paid staff, located across the state.

## OUR OPPORTUNITY

The Customer Sales Consultant will provide a quality first point of contact for customers with enquiries and requests about St John First Aid Training and other related services.

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.

Duties include but are not limited to:

- 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
- 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
- Forward documents to customers as required
- Maintain hard copy records and information as required
- Undertake accurate and efficient data entry of customer details

## TO BE SUCCESSFUL

- 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 to meet organisational needs

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## HOW TO APPLY

Do you think you would be perfect for this role? We invite you to apply online via the [Seek ad](#), with your resume and cover letter detailing your suitability for the role. If you have any questions about the role, please direct them to the Customer Service Team Leader [sarah.wilson@stjohnsa.com.au](mailto:sarah.wilson@stjohnsa.com.au)

*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 Ltd

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