

Restocking Agent

- Full time ongoing opportunity
- Values-based organisation
- Strong team environment with an emphasis on development & learning



WHO WE ARE & WHAT WE DO

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

The Restocking Agent role is a great mix of on the road client facing delivery and restocking tasks, along with office based administrative duties.

Spend your day visiting allocated customers to replenish their first aid kits and check AEDs. You will build working relationships with our customers and proactively promote the sales of supplies and services. You will also have office time allocated to process orders, sales and invoices along with assisting with contract administration activities.

ESSENTIAL CRITERIA:

- Current South Australian Driver's License.
- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first six months of employment.
- The role will require some intrastate (country) travel including overnight stays.
- There may be a minor requirement to undertake work outside of normal business hours as required.

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD
ABN 42 947 425 570
ACN 667 428 168

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

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

ABOUT YOU – Ideal candidates will demonstrate:

- Understanding of effective customer service techniques
- Knowledge of and experience with first aid products and services (desirable)
- Knowledge of and experience in the not for profit / community sectors (desirable)
- Self-motivated and flexible
- Good communication and interpersonal skills with the ability to deal with a diverse range of people

HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with hr@stjohnsa.com.au

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

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, and the evidence of the right to work in Australia

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Job and Person Specification

Paid Staff



Position Title:	Restocking Agent
Department / Function:	Commercial - Sales
Reports to	Team Leader Product Sales
Classification – Grade:	Part Time Permanent – Grade 2 Level 3

About St John Ambulance Australia – South Australia Inc

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

OUR VALUES



TEAMWORK



INTEGRITY



**HIGH QUALITY
SERVICES**



DIVERSITY



RESPECT

Position Summary

The Restocking Agent will undertake a broad range of customer service activities including the provision of products and offering advice to clients on St John products and services available. This position will involve providing a service at customer's sites replenishing First Aids Kits and checking AED's. The main objective will be to drive successful outcomes and increase brand awareness through effective communication skills.

The restocking agent will also be responsible for managing client relationships, both existing and new, via face-to-face meetings, at sales events and follow up calls.

Key Relationships

Key Internal Relationships:	• Warehouse team • Head office staff
Key External Relationships:	• Customers • Clients

Key Responsibilities	Key Tasks
First Aid Products	• The Restocking Agent will provide a service at customers sites replenishing First Aids Kits and checking of AEDs 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.
Customer Service	• 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.
Telephone Enquiries	• 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.
Administration	• 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. • Assist in the co-ordination of re-stockist bookings diary. • Follow up back orders with Product Consultant team. • 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.
Workplace Health & Safety	• 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

Knowledge, Experience and Capabilities

- Understanding of effective customer service techniques
- Knowledge of first aid products and services (desirable)
- Knowledge of the not for profit / community sectors (desirable)
- 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)

Personal Attributes

- Able to prioritise tasks, problem solve and ask questions if clarification required
- Demonstrate a strong attention to detail
- Self-motivated and flexible
- Have a high level of personal accountability
- Ability to work well within a team
- 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

Qualifications / Certifications

- Current South Australian Driver's License
- Acquire (if not already held) maintain first aid certificate

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.

General Position Information

- The position requires some flexibility to meet organisational requirements. Flexibility within organisational guidelines for working from home and flexible work hours are available.
- Some intrastate travel will be required including overnight absences.
- Full training will be provided.