

Senior Customer Sales Consultant



Position Title:	Senior Customer Sales Consultant
Department / Function:	Customer Sales / Call Centre
Reports to:	Team Leader Customer Sales

About St John Ambulance South Australia

St John Ambulance SA is a charity that has been supporting the wellbeing of South Australians for 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 some 1,200 volunteers to support the community in the provision of Event Health and Medical Services and Community Care services. St John Ambulance SA also employs over 200 paid staff, located across the state.

The Opportunity

We are hiring a Senior Customer Sales Consultant on a 12-month fixed term contract (potential opportunity to extend) to join our highly skilled team.

The Senior Customer Sales Consultant plays a key role in supporting the Sales team to deliver exceptional customer service and achieve sales targets. Working closely with the Team Leader, this role is responsible for building strong client relationships, mentoring and supporting team members, and handling inbound and outbound customer enquiries to drive sales opportunities within an existing client base.

Essential Criteria

- Build and maintain strong client and stakeholder relationships
- Follow up on all sales leads and enquiries in a timely manner
- Make outbound sales and follow-up calls to new and existing customers
- Handle customer enquiries, bookings, and multi-line phone calls
- Promote and sell training courses, products, and services
- Manage escalated customer issues and complaints professionally
- Coach, mentor, and support team members and new staff
- Assist with training schedules and daily operational matters
- Maintain accurate customer records, bookings, and reports
- Process invoices, certificates, attendance records, and data entry
- Liaise with trainers and internal teams to ensure smooth operations
- Identify process improvements and support team performance goals
- Provide general administrative support and attend team meetings

How to Apply

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe.

Senior Customer Sales Consultant



Position Summary and Requirements

The Senior Customer Sales Consultant will assist the Team Leader Customer Sales to support the success of the Sales team in providing excellent customer service and achieving sales targets.

The role will be responsible for developing and maintaining relationships with key customers and clients, training and mentoring team members, and providing support to the Team Leader.

As the Senior Customer Sales Consultant, you will also undertake customer services tasks including responding to inbound calls and email inquiries, as well as outbound calls on warm leads from an existing client base.

Key Relationships	
Key Internal Relationships	<ul style="list-style-type: none"> • Manager Commercial and Contracts • Customer Sales Team • St John Staff • Commercial Training Team
Key External Relationships	<ul style="list-style-type: none"> • Members of Public • Commercial Contracts • Training Venues
Key Responsibilities	
Key Responsibilities	Scope of Work
Stakeholder engagement	<ul style="list-style-type: none"> • Build and maintain relationships with key external clients and stakeholders • Contribute to outbound call sales scripts and procedures • Effectively engage with the Commercial Training team to resolve day to day training and scheduling matters.
Training and mentoring	<ul style="list-style-type: none"> • Provide instruction to new team members and ensure service and product knowledge along with system proficiency • Provide ongoing coaching and mentoring to team members • Manage escalated calls and complaints • Identify areas for efficiency and process improvement • Provide positive role modelling to the team.
Customer Service and Sales	<ul style="list-style-type: none"> • Answer and manage calls on a busy multi-line phone system • Respond to enquiries and book customers into first aid training courses • Promote and sell first aid courses, services, and products • Make outbound sales and follow-up calls to new and existing customers • Follow up on all sales leads and enquiries in a timely manner • Resolve customer issues and complaints professionally • Provide accurate information about company services and offerings • Cross-sell relevant products and services • Maintain accurate customer records and process orders • Complete call logs and basic sales reports in line with procedures
Administration	<ul style="list-style-type: none"> • Assist the Team Leader to maintain training course schedules. • Maintain accurate electronic and hard copy records for course bookings • Issue confirmations, invoices, and certificates • Perform data entry for training course attendance and records • Reconcile cash and prepare reports as required • Liaise with trainers, coordinators, and internal staff • Prepare routine correspondence and documentation

	<ul style="list-style-type: none">• Attend team meetings and participate in training and development• Support general administrative tasks as required• Review performance and KPIs with the Team Leader regularly
Workplace Health & Safety	<ul style="list-style-type: none">• Proactively address safety and child protection matters.• Ensure workstation is kept safe and tidy• Undertake workstation self-assessment on an annual basis.• Follow safe and health work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to managers.

Knowledge, Experience and Capabilities

- Experience training and mentoring other staff
- Ability to build and maintain positive working relationships both with external clients and internal team members
- Confident handling escalated enquiries, objections, and complaints
- Ability to prioritise tasks and meet deadlines for self and others
- Clear, professional, and inclusive communication skills
- Respectful, positive approach when working with others
- Strong customer service mindset
- Ability to understand customer needs and provide practical solutions
- Good time management and attention to detail
- Self-motivated and adaptable
- Experience with inbound and outbound calls
- Proven ability in sales, retention, cross-selling, or up-selling
- Results-focused with a consistent approach to achieving targets
- Strong data entry and keyboard skills
- Experience using Microsoft Office, databases, and email systems
- Experience with multi-line telephone systems

Qualifications

- First Aid Qualification (minimum of Provide First Aid) (or willingness to obtain)

Essential Requirements

- Must be prepared to relocate within St John should the need arise.
- It is a requirement that this position undertake and hold a National Police Certificate and a current 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.

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.