

Position Description

Position Title: Valve Sales Specialist – Melbourne Metro & Rural Victoria

Reporting to	Sales Manager
Liases with internally	Managing Director, Administration, Workshop, Sales Consultants, People & Culture, Finance, Marketing, WA Branch
Liases with externally	Customers, Stakeholders
Purpose of the Position	The Valve Sales Specialist position, situated in Melbourne (Metro) and reporting to the Sales Manager, operates externally. It holds a crucial position within the business’s sales domain, actively engaging with customers to enhance and advocate for John Valves products across Melbourne Metro and Rural Victoria. As the primary liaison, this role initiates customer relationships, fostering enduring and positive business connections. Proficiency in the company's offerings and autonomy in work are essential attributes for this role.
Behaviours/Values	<p>Respect – We value all people, opinions, abilities and qualities</p> <p>Quality – Do it Once; Do it Right</p> <p>Integrity – Trust our service, people and products</p> <p>Teamwork – Where Everyone Wins</p> <p>Transparency – Dealing honestly and fairly with everyone</p> <p>Customer Focus – Your happiness is our success</p>
Essential Criteria	<p>The Valve Sales Specialist, Melbourne (Metro) and Rural Victoria is required to have the following:</p> <ul style="list-style-type: none"> • Proficient in MS Office (Word, Excel and Outlook) • Expand market awareness of our products and our industry experience by communicating features and benefits of our products and services effectively • Knowledge of the practical management of Occupational Health and Safety and ability to comply • Grow sales through professional communication with existing and potential customers • Excellent numeracy and literacy skills • Manage and interpret customer requirements – speaking with clients to understand, anticipate and meet their needs • Excellent work ethic with high attention to detail and strong communication skills. • Communicate sales or service opportunities and customer concerns or suggestions • Have the ability to work as part of a team. • Identify and resolve customer concerns; recommending a course of action to alleviate these concerns in the future • Maintain records of customer communications and contact information as required, including future plans • Maintain and expand upon current John Valve product Knowledge • Submit sales status reports as required • Work with the engineering team to ensure customer project requirements are met • Submit quarterly customer visit plans; schedule customer meetings and action plans for follow-up.

Preferred Criteria	<ul style="list-style-type: none"> • Technical background preferred but training will be provided • Manufacturing knowledge an advantage • Knowledge of or awareness of Valves a distinct advantage.
Key Performance Indicators	<ul style="list-style-type: none"> • Punctuality • Prioritising work in step with any issues that arise • Ability to complete an assigned task within the required time frame • High attention to detail • High level of communication with the Production staff and members of the Management Team • Compliance with all John Valves systems, standards, policies, and procedures • Complete preventative maintenance requests as per schedule • Strong organisational skills

Tasks and Responsibilities

For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment, bullying and victimisation policies
- Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment
- Display a positive attitude and be an active member of the team
- Treat others with respect
- Follow direction provided by senior members of the team, where authorised

Key Responsibilities for the Role

- Work requires extensive travel to current and potential customers and requires the possession of a valid driver's licence.
- Sales activity reports to be sent to Sales Manager by Friday night at the latest (unless prior arrangement has been made with the Sales Manager)
- Order intake in by Friday night
- 30 face to face calls, 30 customer emails, 30 phone calls to customers, 30 phone calls to and from the office and Managers. (Minimum requirement per week) (KPI's can be altered by the Sales Manager at any given time with mutual discretion and agreement)
- Appointment Setting & Forward Planning
- Strong interpersonal and communication skills.
- Respond to customer emails in a timely manner.
- Strong presentation skills and a professional appearance.
- Willingness to work a flexible schedule.
- Assist with sales and at the same time manage customer expectations using initiative and solving problem.
- Strong attention to detail
- Excellent time management skills; moving orders quickly and accurately for our customers
- Other duties as required during the operation of the business.

Key Competencies

- Mechanical aptitude for understanding
- Good verbal and written communication skills
- Ability to work cooperatively and respectfully with other from various backgrounds and cultures
- Flexible and adaptable with ability to problem solve and multi-task
- Ability to work un-supervised and under pressure
- Ability to work as a team & to lead by example

- Strong organisation skills, with ability to prioritise and follow through
- Foster a trusting, inclusive and mutually supportive environment and treat each individual with dignity, integrity and respect
- Contribute to a culture that promotes the safety and wellbeing of all employees.

Standard Management

- Strict compliance with all John Valves systems, standards, policies and procedures
- Promoting safety and risk management initiatives at all times
- Ensure activities meet with and integrate with organisational requirements for; expected workplace behaviours, quality management, health and safety, legal stipulations, environment policies and general duty of care
- Comply with Occupational Health and Safety standards in accordance with OH&S manual.

This Position Description is intended to describe the general nature and level of work that is to be performed by employees assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this Position Description may be changed at Company discretion and activities may be added, removed or amended at any time.

I acknowledge the duties set out in the Position Description above and understand that the Position Description and duties may alter from time to time to suit the needs of the business.

Name: _____

Signature of Employee: _____

Date: _____