

Position Description

Position Title: Internal Sales Specialist - Ballarat

Reporting to	National Sales Manager
Liases with internally	Managing Director, Administration, Finance, Workshop, Sales, Engineers, People & Culture
Liases with externally	Customers, Stakeholders
Purpose of the Position	The Internal Sales Specialist position is an internal role and reports to the National Sales Manager and plays a pivotal role in the sales function of the organisation. The Internal /salesperson needs to have an excellent understanding of the company's products and services and have the ability to work independently.
Behaviours/Values	Respect – We value all people, opinions, abilities and qualities Integrity – Trust our service, people and products Quality – Do it Once; Do it Right Teamwork – Where Everyone Wins Transparency – Dealing honestly and fairly with everyone Customer Focus – Your Happiness is our Success
Essential Criteria	The Internal Sales is required to have the following: <ul style="list-style-type: none"> • Proficient in MS Office (Word, Excel). • Excellent Sales and Negotiation Skills. • Good listener and care about Customers Interests. • Knowledge of the practical management of Occupational Health and Safety and ability to comply. • Excellent numeracy and literacy skills. • Excellent work ethic with high attention to detail and strong communication skills. • Have the ability to work as part of a team. • Support the engineering team to ensure customer project requirements are met.
Preferred Criteria	<ul style="list-style-type: none"> • Experience preferred but training will be provided. • A qualification in Manufacturing / Engineering or highly experienced working in a manufacturing environment would be an advantage. • Knowledge of or awareness of Valves a distinct advantage.
Key Performance Indicators	<ul style="list-style-type: none"> • Working well as a team member. • 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.

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

- Provide outstanding customer service via incoming sales calls.
- Handle phone sales enquiries, provide verbal pricing, and prepare written quotations for clients in accordance with company procedures.
- Respond to customer emails in a timely manner.
- Process purchase orders and stock orders.
- Provide quotes according to customer requirements.
- Control and maintain stock levels and reorder as required to ensure stock levels are maintained at the required levels.
- Assist with sales and at the same time manage customer expectations using initiative and solving problems.
- Work with the stores team to produce delivery documents and freight consignment notes.
- Undertake the receiving and dispatching goods in accordance with the company's procedures and policies.
- Other duties as required during the operation of the business.
- Support production with providing required information and details about jobs.
- Maintain documentation on manufacturing records and completed orders.
- Provide recommendations on the correct sizing and selection of valves to meet customer applications.
- Size and select suitable actuators for the automation of valves in accordance with customer requirements.
- Prepare and issue test certificates for valves manufactured and pressure tested at our factory.

Key Competencies

- Mechanical aptitude for workshop duties/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.
- Strong problem-solving skills.
- Ability to evaluate technical issues and provide sound engineering solutions

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: