



Internal Sales Specialist– Ballarat

Immediate Full-Time Opportunity

- Do you have experience in valves or a related industry?
- Are you looking to grow your career in internal sales?
- Do you enjoy building strong customer relationships and delivering great service?
- Join John Valves, where every day brings opportunities to contribute, learn, and make an impact.

About Us:

Welcome to John Valves an industry with their precise engineering and unwavering reliability, valves stand as guardians of efficiency, safety and productivity. They come in all shapes and sizes from the humble ball valve to the complex control valve, each designed to meet the unique demands of its environment.

John Valves is not just a company – we're a powerhouse in the Valve industry, the unsung heroes of countless industries, quietly ensuring the smooth flow of liquids, gases and beyond. From intricate mechanisms that regulate water in our homes to the colossal Valves that tame the power of industrial machinery, these devices are the backbone of modern civilisation. We are revolutionising the way Valves and related supplies are provided across Australia. With a legacy of excellence, we're known as the go-to Valve manufacturers and suppliers, offering cutting-edge design services, unwavering engineering support, and unmatched selection advice.

We are excited to announce that we are expanding and are looking for motivated individuals to become part of our high achieving teams! This is your chance to be part of something truly extraordinary, where every day brings new opportunities and challenges to revolutionise industries, streamline processes and empower progress.

Role Overview:

As an Internal Sales Specialist, you'll be at the forefront of our mission to deliver exceptional Valve solutions to customers throughout Australia. You'll be the driving force behind our external technical sales specialist in managing their order processes whilst providing exceptional service and support to drive sales through our internal sales processes. You will assist in our customers feeling empowered, reassured and inspired when they engage with our Valves. They will experience a sense of confidence knowing that they are partnering with a trusted industry leader committed to excellence and innovation.

Key Responsibilities:

- 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.

About You:

To thrive in this role, you'll need:

- A fiery passion for sales and a solid grasp of valve technology or related industries is desirable
- Great customer service/warehouse skills through proven work history
- Computer literate at an intermediate level
- The drive to take ownership of your role and make a real impact on John Valves
- Outstanding communication skills and the ability to connect with anyone you meet
- A collaborative spirit and the willingness to roll up your sleeves and get things done
- Impeccable organisation and time management skills, with an eye for detail
- Have a great phone manner and a strong service ethics
- Solution -orientated approach to problems, we love assisting customers

For a copy of the Position Description contact lynnes@johnvalves.com.au or 0435 086 681.

All applications will be handled with the utmost care and confidentiality.

We are passionate about providing equal employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from all backgrounds.

"We are a 2024 Circle Back Initiative Employer – we commit to respond to every applicant".