**Job Title: Internal Sales Administrator**

**Reporting To: Sales Manager**

**Directly reporting staff: Nil**

##### Business

HME Services Pty Ltd is one of Australia’s leading stage engineering companies. We have the experience and expertise to offer one off solutions and bespoke design, manufacture and installation. Our suite of product offerings allows us to be competitive in the market and provide our clients with high quality, reliable equipment.

**Scope and Purpose of Job**

The Internal Sales Administrator is responsible provided sales and customer service to HME’s clients via phone, email, live chat and in person. You will provide prompt and reliable customer service including providing technical solutions using our suite of products.

**Specific accountabilities**

* Assist and support S&M strategies, objectives, policies and initiatives in line with strategic plans
* Assist Sales Team to achieve sales rates as determined by the Sales Manager
* Build market and competitor knowledge through research and networking
* Assist in the evaluation and reporting of sales and advertising activities and support Sales & Marketing strategies, objectives and initiatives to achieve strategic plans.
* Assist BDM’s to achieve sales as determined by the Sales Manager.
* Prepare reports and documents as required.
* Monitor market trends and competitor activity and report relevant changes to management.
* Build a sound knowledge of our full product offering.
* Maintain your pipeline/leads and database of contacts.
* Manage and respond to tender opportunities.
* Follow up on leads & opportunities in a timely manner.
* Prepare quotations and proposals for clients.
* Maintain new and develop existing accounts.
* Copywriting for the box sales product range on website, catalogue, and social media.
* Work with BDM to formulate social media plan – generate and schedule content as per plan.
* Implement follow up processes for open quotations.
* Perform related duties as assigned by Manager.
* Maintain compliance with all Company policies and procedures.

##### Competencies

Competencies are the skills, behaviours and attitudes required for a person to be capable of doing the defined job.

Job Classification: Basic

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| **Core Competencies** |
| **Customer Focus**  Giving a high priority to (external and internal) customer satisfaction; anticipating the needs of a client, solving customer problems; building productive relationships |
| **Delivering Results**  Pursues everything with energy, drive, and a need to finish; does not give up before finishing; takes accountability for tasks/goals ensuring these are achieved; overcoming obstacles to achieve performance; continuously improving performance; pushes self and others for results. |
| **Constant Development**  Approaching change with an open mind; looking to continuously improve the effectiveness of work activities against internal and external standards and better practice; looking to develop self to meet the needs of the future. |
| **Innovation**  Identifies, creates and exploits opportunities to add value to the business; Is imaginative in its approach and seeks to improve business performance by challenging conventional assumptions. |
| **Teamwork**  Building relationships with others within HME to achieve business targets, sharing learning, knowledge and skills and promoting involvement across the business; maintaining personal integrity in our dealings with others both internal and external. |

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| **Role Specific Competencies** | |
| **Selling**  Gaining agreement or commitment from customers to buy our products/services/solutions by identifying and clarifying needs, building customer relationships, exploiting up-selling opportunities. | **Communication (Written & Verbal)**  Is able to write and articulate clearly and succinctly in a variety of communication settings and styles; can get messages across that instigate appropriate actions. |
| **Influencing**  Adapting behavioural and communication style to affect issues and gain consensual commitment from people at all levels across the business and within the client market | **Managing Relationships**  Responds and relates well to people in all positions; is seen as a team player and is cooperative; looks for common ground and solves problems for the good of all. |

##### Key Relationships

Internal: Sales Team, Administration Team

External: Clients, Consultants, Builders, Suppliers

##### Education

Required: HSC or equivalent

Preferred: Construction General Induction (White Card)

##### Technical Knowledge / Experience relevant to the position

Required:

* Minimum 2 years work experience in a similar role.
* Proven experience in preparing Tender documentation and seeing through to conversion.
* Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial.
* Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
* Intermediate to advanced proficiency
* Strong written and oral communication skills.
* Strong interpersonal skills.