

Job Description – Sales Support Coordinator

Position Details			
Position Title:	Sales Support Coordinator		
Department / Unit:	Sales	Location:	Adelaide Head Office
Employment Status:	Full Time (38 hours per week)	Salary:	\$60,000 + Superannuation
Role Purpose:	Provide support to the sales team by performing administrative tasks, tracking, investigating and reporting sales information and other duties as required to achieve targets.		
Reports to:	Sales Manager		
Key Relationships:	Sales Team, Marketing Team		
Core Hours of Work:	38 hours per week, worked between business hours of 8.00am – 5.30pm		
Mission:	Rapid Global exists to make the world a safer place to work		
Vision:	To create technology & software that will assist our clients to create and maintain a safe work environment		
Values:	<p>Customer Satisfaction: We have a passion to delight our customers, achieved through the delivery of superior quality, dependable on-time delivery & service and partnerships built upon excellence and openness.</p> <p>Integrity: We are open, direct, honest and treat all others with respect.</p> <p>Teamwork: We work genuinely as a team to be better at what we do.</p> <p>Safety & Environment Responsibility: We strive to create and maintain a safe and environmentally responsible workplace.</p> <p>Innovation & Creativity: We continually challenge current practices, harnessing modern technology commercially, being sensible and astute in the management of risk.</p>		

Key Duties/Responsibilities	
Key Responsibility Area	Major Activities
<p>Sales Support: Coordinate support activities for the Sales Team</p>	<ul style="list-style-type: none"> ▪ Review and assign new sales leads to members of the Sales Team ▪ Organize sales presentations and ensure that all sales presentation materials are prepared prior to deadlines ▪ Assist with creating and reviewing sales proposals, sales forms and contractual agreements for the Corporate Sales Manager ▪ Attend and assist with sales demonstrations as required ▪ Co-ordinate client applications/admin forms ▪ Complete sales order forms ▪ Create new sales projects in JIRA ▪ Co-ordinate Sales Team meetings, including agenda and minute taking ▪ Provide and implement suggestions to improve efficiencies where possible ▪ Manage all sales documentation, including storage (adding to Service Alert) and ensuring information is current ▪ Work with the Marketing Executive to ensure sales team have access to current marketing materials ▪ Complete tasks using Adobe Photoshop or other software where required ▪ Update the <i>Sales Course</i> in Rapid Induct where required ▪ Manage the content of the Sales home page in Confluence ▪ Arrange travel for Sales Team members ▪ Create and manage JIRA tasks ▪ Assist with Sales Team reimbursement forms ▪ Update the Offsite Calendar for team members ▪ Other activities as required
<p>Client Support</p>	<ul style="list-style-type: none"> ▪ Make calls to clients to follow up information or new sales leads ▪ Coordinate client out-bounding process to ensure client satisfaction ▪ Update client records in the CRM system ▪ Travel to visit clients with sales team members where required ▪ Prepare for onsite client visits ▪ Take minutes from client meetings
<p>Tender Applications</p>	<ul style="list-style-type: none"> ▪ Create, review and submit tender applications ▪ Manage all tender documentation, including templates and application records, ensuring all information remains current and is easily accessible to team members
<p>Reporting</p>	<ul style="list-style-type: none"> ▪ Gather and analyse sales data ▪ Provide weekly sales reports to the Sales Manager (and others as directed)

Person Specification		
Knowledge, skills, abilities, experience, qualifications	Essential	Desirable
Excellent organisation and administrative skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
High attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good presentation skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Able to prioritise and time manage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Degree or qualification in business administration, marketing or related field	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2+ years support experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong knowledge of MS Office suite	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A good knowledge of Photoshop	<input type="checkbox"/>	<input checked="" type="checkbox"/>
An understanding of Work, Health and Safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Some experience using Online Applications	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Performance Competency Goals

Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect; goes above and beyond to anticipate customer needs and respond accordingly.
Planning, Organising & Prioritising Workload	Ability to plan work to ensure achievement of desired results; identifying and/or assigning resources to meet objectives; establishes goals and objectives; prioritises workloads to meet deadlines.
Attention to Detail	Is thorough and accurate when accomplishing a task through concern for all areas involved.
Communication (Listening, Reading Comprehension, Speaking and Writing)	Understands and learns from what others say. Grasps the meaning of information written in English and applies it to work situations. Is able to effectively communicate and to influence others in order to meet organizational goals; communicates effectively and professionally to clients; communicates effectively to supervisor and peers; shares information openly; relates well to all kinds of people; is able to speak well and write effectively.
Results Focus & Initiative	Focuses on results and desired outcomes and how best to achieve them.
Teamwork	Promotes cooperation and commitment within a team to achieve goals and deliverables.
Development & Continual Learning	Displays an ongoing commitment to learning and self-improvement.