

## Position Description

<b>POSITION</b>	Internal Sales
<b>REMUNERATION</b>	Salary Range (\$60K to \$70K) + Super + Bonus
<b>LOCATION</b>	Townsville or Mount Isa
<b>HOURS</b>	Full time – 38 Hours
<b>SUPERVISOR</b>	Regional Branch Manager

### Purpose

This role is the primary point of contact for all internal customer enquiries – via phone, email, and online, servicing the North Queensland and North West Queensland regions.

Working closely with the Business Development Executive and Regional Branch Manager, this role supports customers across the region, helping to grow relationships, drive sales and ensure outstanding service delivery. This role can be based in either Townsville or Mount Isa.

### Key Outcomes

- High levels of customer satisfaction and retention
- Increased internal sales across North Queensland and North West Queensland
- Strong relationships with new and existing customers
- Positive collaboration with the broader sales and operations teams
- Efficient and professional internal sales process management
- Positive collaboration with key suppliers

### Key Relationships

<b>WITHIN THE COMPANY</b>	<b>EXTERNAL TO THE COMPANY</b>
Business Development Executive	Customers
Regional Branch Manager	Suppliers & Manufacturers
All Staff	

## Key Accountabilities

<b>Deliver optimal sales services</b>	<ul style="list-style-type: none"> <li>• Manage all in store (walk-in, telephone &amp; email) customer traffic in relation to product and pricing enquiries</li> <li>• Work with customers to propose solutions to ensure their safety needs are met</li> <li>• Ensure effective communication is maintained with customers, suppliers and manufacturers</li> <li>• Visit customer sites as required for sales leads</li> <li>• Resolve customer complaints regarding sales</li> <li>• Monitor recurring sales</li> <li>• Actively engage with customers to build and maintain positive relationships within the assigned geographic territory</li> <li>• Support the administration team in the delivery of quoting, sales and services</li> </ul>
<b>Contribute to sales strategies</b>	<ul style="list-style-type: none"> <li>• Contribute to the implementation of marketing strategies</li> <li>• Maintain sales volumes, product mix and selling price by keeping current with supply and demand, changing trends, economic indicators and competitors</li> <li>• Provide market feedback to the Branch Manager on pricing and supply issues</li> <li>• Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks</li> <li>• Meet sales targets and goals</li> <li>• Assertively seek out new customers within the assigned geographic territory</li> </ul>
<b>Strengthen linkages</b>	<ul style="list-style-type: none"> <li>• Establish and maintain positive relationships with suppliers and manufacturers to address customer outcomes</li> <li>• Establish, maintain and expand the number of customer accounts</li> <li>• Promote Alliance Safety Equipment as a responsible and ethical service provider to new customers</li> </ul>
<b>Maintain effective administrative systems</b>	<ul style="list-style-type: none"> <li>• Complete data entry into company systems to maintain accurate records</li> <li>• Manage and prioritise tasks to meet competing demands</li> <li>• Identify process and practice improvement opportunities</li> <li>• Undertake any reporting requirements, as requested, in a timely and professional manner</li> </ul>
<b>Contribute to an effective team</b>	<ul style="list-style-type: none"> <li>• Make a positive contribution to a sustainable, productive and supportive team environment, working co-operatively with the Business Manager, Accounts Manager, Sales Team, Service Team and other staff</li> <li>• Participate, contribute and organise company initiatives and events</li> <li>• Contribute actively to the continuous improvement of the company's services, systems and resources</li> <li>• Participate in identification of training and development needs</li> <li>• Participate in annual performance appraisal process</li> <li>• Adhere to health and safety obligations</li> <li>• Work cohesively with other team members, referring work to colleagues as appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain professional standards of the highest level at all times and contribute to enhancing the quality of service and products provided by the wider Alliance Safety Equipment team Conduct duties with a high level of professionalism and ethical behaviour</li> </ul>
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## **Delegated Responsibilities & Authorities**

Financial and other delegations assigned by the Director will be exercised appropriately and within defined parameters.

## **Skills, Knowledge, Experience, Qualifications and/or Training**

- Experience in developing customer relationships
- Excellent organisational and administrative skills
- Good communication skills (oral & written) with the ability to interact positively with all levels of the workforce, operational staff and management
- Well-developed knowledge or the ability to acquire knowledge of the safety sales and service industry
- Ability to self-manage and work with minimal supervision
- Experience in customer service or sales is preferred but not essential

## **Mandatory requirements**

- Commitment to the values, objectives and long term goals of Alliance Safety Equipment
- Must hold a current manual Drivers licence
- Must have the ability to obtain a Forklift licence