

Position Description

POSITION	Fit Test Coordinator – North Qld
REMUNERATION	Negotiated (based on relevant experience)
LOCATION	Townsville
HOURS	Full time - 38 Hours
SUPERVISOR	Branch Manager

Purpose

The Fit Test Coordinator (Respiratory, Hearing & Eye) is responsible for the successful delivery of the Fit Test Service (Respiratory, Hearing & Eye) in the Townsville Branch. This includes services provided in store and out of the office at client sites around the North Queensland region.

Key Outcomes

- Oversee and deliver Fit Testing Services
- Work autonomously to promote and sell our fit testing services to current clients, including travelling to required areas throughout the North and Western Qld, where required.
- Develop and implement strategies to attract new clients across the North Qld and Far North Qld Region, including face-to-face customer meetings
- Develop and maintain customer relationships, specifically ensuring they understand the service compliance component of Fit Testing
- Develop a general understanding of the business, products and services
- Provide support and relief in administration
- Ensure positive customer outcomes and satisfaction
- Contribute to an effective team

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
General Manager	Customers
Branch Manager	Suppliers & Manufacturers
All staff	Company Partners

Key Accountabilities

Oversee and deliver Fit Testing services	• Send reminders, book & schedule clients and provide quotes for all fit testing services • Review, action and respond to email, reception and telephone enquiries related to Fit Testing Services • Perform all fit testing services and related record keeping for clients • Remain informed and educated on relevant legislation and practices related to fit testing and donning & doffing procedures • Become RESP FIT qualified within the first 6 months of commencing in the Position and maintain all requirements for RESP FIT throughout employment • Liaise with administrative staff to manage inventory ordering for fit testing consumables and relevant stocks • Develop and implement strategies to attract new clients to the Fit Testing service, including offsite fit testing throughout the North Qld and Far North Qld areas. • Travel remotely in the North and Western Qld regions to complete fit testing as required, with the potential to be away from home through the week (including overnight stays). • Liaise with relevant staff to update Fit Testing policies and procedures, brochures, flyers and other promotional material • Maintain the fit testing area as a neat, tidy and welcoming environment • Offering educational respiratory and ear fit testing toolbox talks, to add value to the overall fit testing packages.
Deliver optimal customer services and provide support to the administration team	• Provide day to day service delivery across a range of administrative customer service functions • Complete basic quotes and recurring sales and services • Review, respond and action admin orders & emails and reception & telephone enquiries • Coordinate freight pickup and delivery including reconciling received stock with orders • Pick and pack orders when required • Manage inventory control including ordering, receipting of stock, pricing and restocking • Maintain the showroom area as a neat, tidy and welcoming environment
Maintain effective administrative systems	• Complete data entry into company systems to maintain accurate records • Manage and prioritise tasks to meet competing demands • Identify process and practice improvement opportunities • Undertake any reporting requirements, as requested, in a timely and professional manner

Strengthen linkages	• Contribute to positive relationships with suppliers to address customer outcomes • Ensure effective communication is maintained with customers • Promote Alliance Safety Equipment as a responsible and ethical service provider
Contribute to an effective team	• Make a positive contribution to a sustainable, productive and supportive team environment, working co-operatively with all staff • Participate, contribute and organise company initiatives and events • Contribute actively to the continuous improvement of the company's services, systems and resources • Participate in identification of training and development needs • Participate in annual performance appraisal process • Adhere to health and safety obligations • Work cohesively with other team members, referring work to colleagues as appropriate • 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

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

- Demonstrated high level administration skills
- Experience working in a customer service environment
- Experience or willingness to learn relevant policies, procedures and legislation
- Demonstrated high level problem solving skills
- Demonstrated high attention to details
- Excellent communication and interpersonal skills
- Well-developed knowledge or the ability to acquire knowledge of the safety sales and service industry
- Demonstrated capacity to work effectively within a team based structure
- Ability to self-manage and work with minimal supervision
- Ability to adapt readily and rapidly to change

Mandatory requirements

- Commitment to the values, objectives and long-term goals of Alliance Safety Equipment
- Must complete the RESP FIT training and accreditation within six months of commencing this Position.
- Must hold a current Drivers licence
- Must have the ability to travel remotely (including overnight stays)