

Position Description

POSITION	Sales & Respiratory Fit Testing Specialist
REMUNERATION	Negotiable based on experience and skills + Super + Bonus
LOCATION	Mount Isa
HOURS	Full time – 38 Hours
SUPERVISOR	Regional Branch Manager

Purpose

This role is the primary point of contact for internal sales and fit testing services within the North-West Queensland region, based in Mount Isa.

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. A key component of this role is the management and growth of the Fit Test Centre, ensuring best practice respiratory fit testing services are delivered to customers.

While you'll be working as part of a supportive team, there will also be a requirement for you to at times, to work independently and autonomously.

Key Outcomes

- High levels of customer satisfaction and retention
- Increased internal sales across North-West Queensland
- Growth in fit testing services and utilisation of the Fit Test Centre
- Strong relationships with new and existing customers
- Positive collaboration with the broader sales and operations teams
- Efficient and professional sales and fit testing process management
- Positive collaboration with key suppliers

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
Business Development Executive (BDE)	Customers
Regional Branch Manager	Suppliers & Manufacturers
Mount Isa Administration & Logistic Coordinator	
All Staff	

Key Accountabilities

<p>Deliver optimal sales and fit testing services</p>	<ul style="list-style-type: none"> • Manage all Mount Isa in store (walk-in, telephone & email) customer enquiries in relation to product, pricing and fit testing services • Coordinate and conduct respiratory fit testing in accordance with industry standards • Manage the day-to-day operations of the Fit Test Centre • Become RESP Fit qualified and maintain compliance (training provided by Alliance Safety) • Work with customers to propose solutions to ensure their safety and compliance needs are met • Visit local customer sites as required for sales leads and fit testing services, in collaboration with the BDE
<p>Contribute to sales strategies</p>	<ul style="list-style-type: none"> • Contribute to the implementation of marketing strategies • Maintain sales volumes, product mix and selling price by keeping current with supply and demand, changing trends, economic indicators and competitors • Provide market feedback to the Regional Branch Manager on pricing and supply issues • Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications and establishing personal networks • Meet sales targets and goals • Assertively seek out new customers within the assigned geographic territory, both Sales and Fit Testing • Actively promote fit testing services across the region • Support customers with education around respiratory protection
<p>Strengthen linkages</p>	<ul style="list-style-type: none"> • Establish and maintain positive relationships with suppliers and manufacturers to address customer outcomes • Establish, maintain and expand the number of customer accounts • Promote Alliance Safety Equipment as a responsible and ethical service provider to new customers
<p>Maintain effective administrative systems</p>	<ul style="list-style-type: none"> • 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
<p>Contribute to an effective team</p>	<ul style="list-style-type: none"> • 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 • 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

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| | <ul style="list-style-type: none">• 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 |
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Delegated Responsibilities & Authorities

Financial and other delegations assigned by the General Manager 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
- Willingness to obtain RESP Fit qualification