

POSITION DESCRIPTION – Sales Support Officer

POSITION TITLE:	Sales Support Officer
DEPARTMENT:	Branch Support
LOCATION:	State based
ISSUED:	January 2014

REPORTS TO:	Branch Manager
FUNCTIONAL RELATIONSHIPS WITH:	Receives Guidance From: <ul style="list-style-type: none"> • Sales Manager where applicable • Territory Managers
DIRECT REPORTS INCLUDE:	Nil
SIGNIFICANT CONTACT WITH:	<ul style="list-style-type: none"> • Distribution Centre Managers/Supervisors • Customer Care Team • Accounts Receivable Officers (Credit Controllers) • Sales Staff • Service Staff

POSITION OVERVIEW
<p>The primary role of the Sales Support Officer is to support the State Territory Managers and their Management. This may include but is not limited to receiving inbound telephone calls from Sales Team concerning orders, returns, account inquiries, product inquiries, quotes, and problem solving.</p> <p>The role includes maintaining; completing and ensuring relevant documents are accurate and kept up to date in addition to supporting the Branch Sales Team when required in relation to specific sales /marketing activities.</p>

JOB SPECIFICATION
<ul style="list-style-type: none"> • Receive and handle inbound telephone calls from Sales/Branch Team inquiring about products, return merchandise, obtain quotes and assist with all customer satisfaction related inquiries. Will also enter orders, forward orders and process sample requests when requested by Sales/Branch Team. • When required, support Sales Team (outbound calls) to customers in relation to specific satisfaction issues and/or sales/marketing promotional follow-up calls. • Maintain special pricing upon requests from Territory Managers. • Interact with Distribution Centres regarding post-order inquiries. • Applies customer credit card payments and works with Credit to resolve payment issues as directed by Sales Team. • Initiates changes to and cancellation of orders/backorders upon request and advice from Sales Team. • Complete relevant documentation as required. Maintain an accurate record keeping system (manually and electronically), prepare data, reports and documents, analyse information as required. • Maintain effective and efficient work processes and procedures complying with SOX and ISO requirements. • Remain aware and knowledgeable of promotional programs, competitive products, and merchandising-marketing practices. • Attend product training sessions, and learn product details and key selling points of products and technologies. • Forward promotional information and products, including material developed by Marketing and samples

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<p>to customers by courier, mail or fax.</p> <ul style="list-style-type: none"> • Meeting deadlines and KPIs. • Any other duties and special projects as directed by management in keeping with the employee's skills and experience.
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PHYSICAL ACTIVITIES

<ul style="list-style-type: none"> • This position will be working in an office environment, utilizing typical office equipment. The majority of time will be spent on the telephone and computer.

QUALIFICATIONS & ATTRIBUTES

EXPERIENCE	<ul style="list-style-type: none"> • Administrative experience essential
EDUCATION	<ul style="list-style-type: none"> • Administration/office/computer certified training
SPECIALISED KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Strong customer service skills • Basic product knowledge and knowledge of dental procedures • Excellent communication and telephone manner • High level of interpersonal relationship skills • Intermediate level of computer literacy - MS Office - Word, Excel, email (essential) and Pronto (highly desirable)
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Customer focused • Highly motivated with the ability to work without direct supervision • High attention to detail and accuracy • Accountable for work performed and sets a positive example to other members of the team • <u>Good communication skills</u>Clear Diction • Adaptable

OTHER REQUIREMENTS OF THIS POSITION INCLUDE

Travel – Potentially Some Domestic travel involved for annual meetings

CODE OF CONDUCT & ORGANISATIONAL VALUES

<p>Henry Schein Halas and its team Schein members are mutually responsible for the success of the business. The company promises to create an environment in which all TSM can realise their full potential. In return all TSM are expected to make contributions that positively impact our customers, our shareholders, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • conduct to the highest degree of ethics and integrity • creative thinking and openness to new challenges • appreciating diversity in the workplace and treating everyone with courtesy and respect • effective communication, which is open and honest • modelling best practice and leadership <p>Company values and standards are detailed in the “Values of Team Schein “and Worldwide Business Standards Booklet.</p>
