



## POSITION DESCRIPTION – Sales Administration

<b>POSITION TITLE:</b>	<b>Operations Coordinator</b>
<b>DEPARTMENT:</b>	Sales Administration
<b>LOCATION:</b>	ANZ
<b>ISSUED:</b>	May 2019

<b>REPORTS TO:</b>	<b>State Manager</b>
<b>RECIEVES GUIDANCE FROM:</b>	<ul style="list-style-type: none"> <li>• Sales Team</li> <li>• Customer Service Manager/Supervisor</li> </ul>
<b>DIRECT REPORTS INCLUDE:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>SIGNIFICANT CONTACT WITH:</b>	<ul style="list-style-type: none"> <li>• Business Account Managers/Key Account Managers</li> <li>• Customer Service Manager/Supervisor</li> <li>• Customer Service Officers</li> <li>• Accounts Receivable/Accounts Payable Officers</li> <li>• Veterinary clients</li> <li>• Suppliers</li> </ul>
<b>FINANCIAL DELEGATIONS:</b>	N/A

### POSITION OVERVIEW

To assist all departments in administrative tasks regarding sales planning and support, Customer Service support and client record keeping.

This position may be required to provide temporary cover to the Customer Service team when a member of the team is on leave.

To perform receptionist duties including visitor greeting and welcoming, Telephonist duties, front office maintenance and presentation.

To assist the State Manager in all administrative tasks in relation to staff, building maintenance, contract negotiations and OHS duties.

### JOB SPECIFICATION

#### Sales Support:

- Collates and prepares scheduled and ad-hoc EDM's for promotions in consultation with the State Manager/Customer Service Manager
- Provect Connect setup and support
- E-Order support
- Sends out new account set up packs and manages new account set ups
- Assists the BAMs/KAMs with generating client contracts

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- Supports and assists the company in the organisation of events such as client training workshops, product launches and seminars, manufacturer information sessions, client open days, conferences and promotional activities etc.
- Ensures that follow up requests initiated in a BAM/KAM's sales call are followed through.
- Provide BAM/KAMs with adequate material to demonstrate sound knowledge and support the clients with information on the range of products and services as requested.
- Client support Provet Plus Redemptions
- Set up and maintenance of GX accounts in Provet Connect, as well as assisting with basic tasks such as start-up orders where required.
- Provide ad-hoc support to BAMs/KAMs using the inventory system.

*Measured by BAM/KAM feedback and accurate and timely response to requests*

### Inbound and outbound customer service:

- Liaise with clients and suppliers as required
- Provide support to the customer service team by managing client enquiries and undertaking order processing in line with company procedure as required
- Making regular outbound calls to clients within the assigned territory, to inform them of current seasonal, promotional product offers and promote new products and services as required
- Acting as an advisor for our clients with regards to the range of veterinary products and services offered by the Provet Group
- Building and fostering relationships

*Measured by client feedback and outbound telesales KPI's*

### Administration and reporting:

- Completes all new client account paperwork and is responsible for communication of same to all relevant parties.
- Prepares regular and ad-hoc sales reports and performs basic analysis
- Collates and reviews reports as part of SOX compliance
- Preparing business reviews, agreements and proposals for BAMs
- Minute taking and distribution for sales meetings
- Maintains and updates relevant company databases, accounts, contracts and files
- Schedules appointments and books travel for State Manager
- Greets guests at reception and maintains the reception area
- Maintains security access database including distribution of security passes
- Orders stationary, kitchen supplies and other office supplies as required
- Coordinates building maintenance as required including contract negotiation
- Project Management
- Miscellaneous administration and office support tasks (e.g. postage and mail distribution, purchasing office supplies etc.)
- Replacing back-up tapes and maintaining records of back-ups
- Organising collection of staff payments for organisation-sponsored or promoted events where payment is required
- Chairperson of OHS: maintaining administrative paperwork and minute taking in monthly committee meeting

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*Measured by – on-time and accurate reporting*

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments

### PHYSICAL ACTIVITIES

- This position will be working in an office environment, utilising typical office equipment. The majority of time will be spent on the computer and on the telephone.

### QUALIFICATIONS & ATTRIBUTES

EDUCATION	<ul style="list-style-type: none"> <li>• Diploma or Certificate level qualification in a relevant administration discipline desirable</li> </ul>
EXPERIENCE & SPECIALISED SKILLS	<ul style="list-style-type: none"> <li>• Two years sales administration and customer service experience</li> <li>• Previous experience working in a Veterinary clinic advantageous</li> <li>• Strong knowledge of word processing, spreadsheets, presentations and databases</li> <li>• Experience using Microsoft Office including Excel, Word, Outlook and PowerPoint.</li> <li>• Basic product knowledge</li> </ul>
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> <li>• Excellent written and verbal English communication skills</li> <li>• Strong customer service and quality focus</li> <li>• Ability to meet deadlines</li> <li>• The ability to work autonomously</li> <li>• Effective time management</li> <li>• “Can do” attitude</li> </ul>

### OTHER REQUIREMENTS OF THIS POSITION INCLUDE

#### HEALTH & SAFETY

All Employees are responsible for:

- Taking all practical steps to ensure their own safety and others' safety at work by following all safe work procedures, rules and instructions.
- Properly using all safety equipment and clothing provided.
- Reporting early any pain or discomfort.
- Taking an active role in the company's treatment and rehabilitation plan, for their 'early and durable return to work'.
- Reporting all incidents, injuries and hazards to the appropriate person.

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- Taking no action or inaction while at work that causes harm to any person.

### ADDITIONAL DETAILS

- None

### CODE OF CONDUCT & ORGANISATIONAL VALUES

Employees are mutually responsible for the success of the business. The company promises to create an environment in which all employees can realise their full potential. In return all employees are expected to make contributions that positively impact our customers, our shareholders, our business and each other. This includes:

- 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

Company values and standards are detailed on the website.