

Position Description – Sales Associate

Executive Area:	Property and Retirement Living	Business Unit:	Sales & Marketing
Reports to:	Senior Manager Sales & Marketing	Supervision of:	Nil
Level of Role:	Individual Contributor	Delegation Level:	Nil
Direct Reports:	Nil	Indirect Reports:	Nil

Role Purpose
Prepare accurate and timely administration in accordance with legislation, policy, procedures, and guidelines. Provide cohesive, consistent, high-quality support for all Retirement Living functions that meet the needs of our clients, residents, and stakeholders. As well as deliver all activities in a manner which provides appropriate information and support for our residents whilst maintain advocacy for ECH.

Key Areas of Responsibility	
<ol style="list-style-type: none"> Providing administrative support to the Sales Team including tasks such as but not limited to; <ul style="list-style-type: none"> Accurate, detailed, and timely processing of correspondence, documents, forms and related administrative procedures. Maintaining resident files, both papers based and electronic. Timely reporting of activities. Maintaining workflows for Retirement Living including facilitating electronic movements of registration list applications to independent living unit residents. Coordinate and execute all License to occupy contracts, vacates and subsequent refunds. Manage the status of vacant rental units to ensure they are inspected and handed over in a timely manner. Liaise and support families and representatives of families with finalising exit and entry contracts. When required provide support to the Sales Team with unit tours, dates of entries, key returns and creation of unit disclosure documentation. Assist in conducting market research, competitor analysis, and customer profiling. Address any customer concerns in a prompt and efficient manner. Qualify inbound and outbound prospects to generate leads and close sales, utilising the CRM capture form. Creation and delivery of vendor reporting Ensure that customer enquiries, needs and expectations are accurately documented and met by capturing and providing relevant and timely information in accordance with legislation, ECH policies, procedures, and guidelines. 	<ol style="list-style-type: none"> Liaising and providing relevant information to key stakeholders and internal teams including but not limited to Property and Retirement Living. Coordinate and assist with information sessions. Contribute to the team by collaborating with our customers to provide memorable service experiences and maintaining effective communication with residents, stakeholders, customers, other staff and other ECH Business Units. Any other administrative duties as required. Support and contribute towards improved service delivery, new business processes and business growth. Ensure all reasonable steps are taken to protect personal safety at work and avoid adversely affecting the health or safety of any other person in the workplace. Ensure commitment to and compliance with ECH's Purpose, Values, policies, procedures, guidelines, work instructions and Code of Employment Principles. Give full attention and energy to the role and willingly undertake reasonable requests. Ensure that ECH property is kept secure against loss, theft or damage and is properly maintained at all times. Be familiar with and comply with the Aged Care Quality Standards. Identify and review opportunities for continuous improvement. Develop and maintain strong working relationships with internal/external stakeholders. Regularly undertake professional and personal development to maintain knowledge and skills and competency.

11. Stay updated on product knowledge, pricing, and competitive offerings to effectively support sales activities. 12. Coordinate key and carparking allocations for ECH clients.	26. Actively participate in the PDP process.
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ECH Values and Behaviours	
Value	Behaviour
We build trust	<ul style="list-style-type: none"> • Everyone feels welcome – Value and respect differences and diversity, and actively oppose bias and discrimination of all types. • Be responsive – Actively and promptly address all communication, requests, or situations. Prioritise customer need and go the extra mile to exceed expectations. • Listen to learn – Instead of just hearing words, really pay attention to understand what others are saying. Be focused on the other person.
We make a difference	<ul style="list-style-type: none"> • Be curious – Ask questions, explore different perspectives and challenge assumptions to create space for creativity and innovation. • Do things differently – Don't be afraid to shake things up and try new ideas. When colleagues come up with great ideas, be their biggest fan. • Embrace change – When things change, acknowledge the loss that sometimes comes with it. Know that change can be tough, but it can also bring new opportunities. Keep moving forward.
We empower others	<ul style="list-style-type: none"> • Help each other to grow – Support people's growth and development. Work hard to provide places for people to flourish. • Seek to understand each individual – Care about your colleagues and customers and want to get to know them personally to help deliver truly person-centred care and services. • Team up – Work with colleagues both inside and outside your team to deliver the best outcomes for our customers.
We own it	<ul style="list-style-type: none"> • Take the lead – Take responsibility for your own actions, learn from mistakes and proactively seek opportunities to contribute, innovate and solve problems. • Keep promises – When you say you'll do something, do it. Assist your colleagues to do what they say they'll do too. • Challenge the status quo – Create safe spaces for others to speak up when they see an opportunity to improve and believe that we can disagree productively.

Pre-requisites:	Essential	<ul style="list-style-type: none"> • Some out of hours work may be required. • National police check is required.
	Desirable:	<ul style="list-style-type: none"> • Relevant qualification in office administration.