

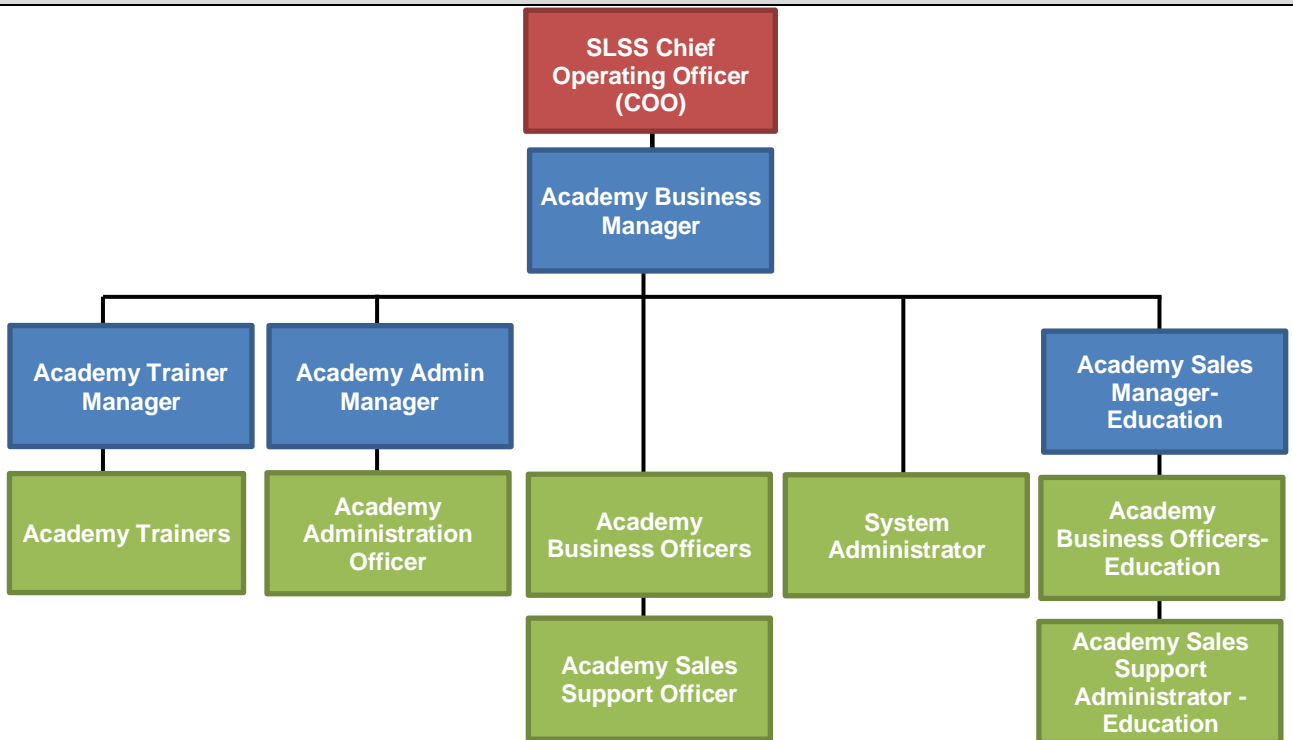


Position	Work Location	Position Description Completed
Academy Sales Support Officer	Surf Life Saving NSW Headquarters	November 2021
Reports To:	Direct Reports:	SLSS Department
Academy Business Manager	NIL	Australian Lifesaving Academy (ALA NSW)

PURPOSE STATEMENT

The Academy Sales Support Officer is responsible for supporting the sales team by providing excellent customer service to Academy clients, assisting with sales and marketing activities and other administrative support to enable the Academy Business Officers and Academy Business Manager to service existing clients and take advantage of new business opportunities.

DIRECT REPORTING RELATIONSHIP



SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 2 years sales experience and/or formal training in sales; • Experience in the application of, or understanding of marketing principles • Well presented with excellent communication skills- both written and verbal • Experience with dealing with client correspondence and first line queries • Demonstrated accuracy and attention to detail – takes pride in work; • Strong sales focus and interest in growing the business • Dedication to achieving & exceeding sales targets; 	<ul style="list-style-type: none"> • Relevant tertiary qualifications in sales and marketing • Knowledge of the first aid training and equipment industry • Knowledge of Surf Life Saving in NSW. • Experience with Salesforce • Experience with learner management systems (LMS).

<ul style="list-style-type: none"> • Enthusiastic and people orientated approach; • Strong administrative skills and experience • Sound computer skills particularly Microsoft Word, Excel and Outlook • Self-motivated and positive attitude • Demonstrated ability to communicate with various groups both internal and external to the organisation • Proven ability to work autonomously yet successfully contribute to a cohesive team environment • Ability to multitask, and complete allocated tasks within set timeframes. 	
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KEY RESPONSIBILITIES	
Responsibilities	Description
Sales and Marketing Support	<ul style="list-style-type: none"> • Provide sales and marketing support and contribute to and participate in marketing activities • Maintain databases for all systems relative to Commercial Training ensuring that information is entered accurately and is up to date • Assist sales team with the timely coordination and distribution of mail outs and other marketing collateral • Assist sales team with first aid equipment order requirements • Assist sales team with quoting requirements and equipment ordering in a timely manner.
Customer Service	<ul style="list-style-type: none"> • Correspond with and deal with queries from clients for the Academy Sales team ensuring clients receive a response within 24 hours. Escalate queries to Academy Business Officers or Academy Business Manager as necessary • Coordinate client bookings • Process and provide accurate invoices to Commercial Training clients and participants • Work cooperatively within the Academy Sales team to achieve goals and objectives in a timely manner.
Administration Support	<ul style="list-style-type: none"> • Provide administrative, clerical and project support as required adhering to relevant policies, standards and formats • Organise and maintain filing systems, other records and all correspondence • Ensure the RTO CRM Management system is kept up to date with current information and participant details at all times • Assist on reception as required.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace • Demonstrates duty of care, considers own safety and the safety of others while at work • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times

	<ul style="list-style-type: none"> • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes • Participates in the ongoing improvement of the SLSNSW WHS Policy and visibly and constantly supports its implementation • Practice and promote the Equal Employment, Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication • Understands and supports policies and procedures of the organisation as outlined on the Intranet • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them • Contributes to staff meetings and promotes the exchange of information throughout the organisation • Regularly meets with Manager to discuss performance, plans and current issues.
Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes • Always searches for better ways and strives for best practice • Embraces and adapts to change.

WORKING RELATIONSHIPS

Internal: The Academy Sales Support Officer interacts closely with ALA staff in assisting with sales and marketing administration coordination and support. The role also works with the finance department in relation to the invoicing of clients.

External: Providing high quality customer service for ALA customers, ensuring their needs are met is an important part of this role.

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

Academy Business Manager _____ Date _____

Chief Operating Officer- SLSS _____ Date _____

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Employee Name _____

Employee Signature _____ Date _____