



POSITION DESCRIPTION:

Job Title:	Sales Administrator
Reporting to:	Residential Manager NSW/QLD
Location:	Tait Sydney Showroom
Hours:	Permanent, Full-time

Key Internal Relationships:

General Manager, National Sales Manager, Greater Sales Team, Manufacturing Engineer, Operations Administrator, Operations Manager, Accountant and Managing Director

Key External Relationships:

Architecture and design practices, builders and project managers, retail and corporate clients, fabric and logistics suppliers

Purpose of the Position:

The Sales Administrator is a valued member of the national sales team, supporting retail and commercial sales channels. This role will work with internal and external stakeholders across the sales and delivery process to ensure an excellent customer experience. From customer facing and online/ phone enquiries, preparing quotations and invoices, through to delivery coordination in tandem with our logistics team, ensuring excellent and clear communication with the client every step of the way.

Performing a variety of duties, the Sales Administrator must be able to multitask; greeting customers, preparing sales document, making follow up phone calls and assisting the sales consultants' preparing presentations. The role requires someone who is highly organised, with strong time management skills, detailed and thorough document preparation. Often the link between the customer and the sales team, the Sales Administrator must have excellent written, verbal communication skills, and offer a high level of customer service.

Responsibilities & Duties:

- Greeting clients in the showroom, on the phone or via email
- Dispatching enquiries/clients to the correct sales channel
- Assisting the sales team with creation of CRM cards/ quotations
- Managing confirmed sales orders, communicating ETA/ order completion to clients
- Managing banking and allocation of payments
- Raising invoices and following up due invoices with clients
- Liaising with dispatch team to organise delivery
- Managing sample requests
- Assisting the sales team with floorplans when required
- Assisting the sales team with proposals/presentations

TAIT SYDNEY SHOWROOM

4/9 Danks Street, Waterloo NSW 2017

(02) 9310 1333

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Personal Qualities & Behavioural Traits

- Highly motivated and able to work autonomously, as part of a team and in a shared office environment
- Exceptional communication and presentation skills
- General computer experience including Microsoft Word and Excel.
- Ability to work under pressure to meet deadlines
- Professional and positive presentation

Desirable:

- An interest in design
- Formal sales training

Computer Literacy

- Proficiency across Microsoft applications
- Experience with customer database management

Desirable:

- Understanding and ability to use 2D and 3D architectural software

Inclusions:

- Continued professional development and training opportunities

Conditions:

- This is a permanent full-time position working Monday to Friday. Please note: Until replacement casual sales person commences, working days are Monday to Tuesday –Thursday to Saturday.
- Some afterhours work may be required