



POSITION DESCRIPTION

Sales Administrator

Job Title:	Sales Administrator
Reporting to:	General Manager
Location:	Tait Melbourne Showroom, 209-211 Smith St Fitzroy VIC 3065
Hours:	Permanent, Full-time

Key Internal Relationships:

General Manager, National Sales manager, Greater Sales Team, Manufacturing Engineer, Operations Administrator, Operations Manager 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 documents, 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 and 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 orders once confirmed by production, communicating to clients ETA/ order completion
- Managing banking and allocation of payments
- Following up due invoices with clients
- Liase with dispatch team to organise delivery
- Managing sample requests
- Assisting the sales team with floorplans when required
- Assisting the sales team with proposals/presentations

HEADQUARTERS

1 Milne Street, Thomastown VIC 3074

(03) 9495 0966

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Personal Qualities & Behavioural Traits

Essential:

- Sales and customer service experience.
- Excellent presentation, communication and organisational skills.
- General computer experience including Microsoft Word and Excel.
- Ability to work autonomously and in a team
- High standard of personal presentation
- Passionate about furniture and design

Desirable:

- Proven sales record
- Time management skills
- An eye for detail
- Industry experience in design sector.

Computer Literacy

Essential:

- Proficiency across Microsoft applications is necessary.
- Experience with customer database management.

Desirable:

- Ability to use 2D & 3D architectural software highly desirable

Conditions:

- This is a Full-time position / Monday - Friday

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