Service Delivery: Sales Representative - DMS
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Position Description

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Position summary

The Sales Representative – DMS sits within DMS structure supporting a region reporting into the DES Program Manager. The role will be responsible for building relationships with employers, community providers and job seekers to support the growth of the DMS contract by developing community networks to grow caseloads, place job seekers into sustainable employment and proving post placement support to support job seekers achieve all milestones. Additionally this role will provide employment advisor relief to sites when needed.

Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years. We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support. Together we stand with Australians in need, until they can stand for themselves.
Purpose:	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God. *"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)*
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);

- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety;
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards; and
- Actively support Mission Australia's Reconciliation Action Plan.

Reporting lines and stakeholder relationships

- The Sales Representative - DMS reports directly to the DES Program Manager
- The Sales Representative has key stakeholder relationships with the site service staff, the DES program manager, employers, community service providers and job seekers

Position responsibilities

Primary responsibilities:

- Undertake a range of sales and marketing activities in order including cold calling, client visits, reverse marketing of clients (over the phone and face to face) and other sales activities to drive placements within the region
- Monitor client progress by providing post placement support with both job seekers and employers to ensure sustained employment and continued positive relationships with the service.
- Collect evidence to support all milestones to secure outcome payments
- Complete and manage all system administration tasks needed to ensure compliance for all placements and outcomes
- Confirm and claim all job placement fees
- Maximise all employment outcomes by identifying job seekers who are not meeting their requirements and implementing strategies and solutions with employers to meet requirements
- Develop and establish networks with community partners and organisations to support delivery of the DMS contract
- Develop and establish networks with organisations that meet direct registration guidelines to grow the DMS caseload
- Maintain an up to date knowledge of the Disability Employment contract and guidelines
- Develop tools and resources and/or business improvement strategies to support the growth of the Disability contract
- Develop and maintain close relationships with internal managers and teams, fostering an environment of innovation and sharing of good practice.
- Maintain adherence with all internal and external policies and procedures
- Provide relief support for EA's when needed
- Flexibility to travel across a region as required

Other responsibilities:

- Being part of the DMS team to support and shape the service offerings.
- Developing relationships with key stakeholders internally and externally
- Effectively working with a diverse range of material types and environments, client groups, and service staff.

Knowledge, skills and experience

Competency	Expected behaviours
Works and collaborates with others	• Proactively develops and sustains collaborative relationships ('leads by example') • Shares information and encourages this within teams • Creates opportunities to share views and ideas
Builds sustainable relationships	• Demonstrates an awareness of own interpersonal style and how it impacts on others • Builds trust and rapport with internal and external clients • Seeks opportunities to partner and transfer knowledge across a broad network
Deals with ambiguity and complexity	• Adapts to changing circumstances • Identifies opportunities, trends and develops strategies
Is accountable	• Cultivates working relationships built on trust and empowers others to make decisions • Demonstrates accountability for own actions; addresses issues in a timely manner • Meet KPI's and performance targets • Exhibits honesty and integrity
Communicates effectively	• Contribute and support an environment that fosters open and honest communication • Communicates with impact and empathy; conveys information in a clear, honest and respectful manner • Influences and negotiates with stakeholders to achieve progress/outcome
Inspires a sense of purpose and direction	• Encourages the heart to understand and drive people's motivation • Communicates Mission Australia's message with a focus on a fairer Australia and compassion for clients • Leads by example with Mission Australia values • Demonstrates enthusiasm to share common goals and take people on a journey • Anticipates future direction of clients and articulates to teams • Fosters an environment that focuses on client satisfaction and results

Competencies:

- Capacity to convey information to, influence and guide
- Ability to develop sound internal and external working relationships and networks.
- Demonstrates initiative with assigned tasks
- Excellent time management, planning and organisation skills
- Strong internal and external stakeholder engagement skills, working relationships and networks
- Ability to work in complex and fast changing environments with multiple stakeholders and delivery demands
- Sound written and verbal communication skills and conceptual and interpersonal skills
- Computer proficiency in Microsoft Office applications, including Excel and Word, Internet and Email skills
- Ability to travel, when required
- Self-Management – continuous learner, high standards of work, flexible, self-managed,
- Achiever – customer service focus (internal and external), accountable, honest, reliable and has integrity
- Thinking – can consider all elements of an issue, can make informed decisions, and can interpret data and information well

Experience and Qualifications:

- Experience in relationship management
- Experience in the DMS contract
- Experience with ESS
- Service performance and outcomes measurement
- Current Driver's License