

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Sales Coordinator	Department	Engagement & Support First Aid & Mental Health
Location	Various	Direct/Indirect Reports	
Reports to	National Sales Manager	Date Revised	Mar 2021
Industrial Instrument	Educational Services (Post-Secondary) Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0032409

### ■ Position Summary

The primary focus of the Sales Coordinator is to support the broader team to effectively manage clients, territories and sales functions and to execute administration tasks efficiency and accuracy.

### ■ Position Responsibilities

#### Key Responsibilities

The responsibilities/duties and key result areas include, but are not limited to the following:

- The effective and efficient day to day delivery of administrative reporting, documents, proposals, training, sales and operations team communication and coordination
- Maintain accurate records of client details and team dashboards required for reporting
- In consultation with the Manager and team, support and contribute to improving Red Cross commercial outcomes of First Aid and Mental Health training
- Liaise with various departments such as Marketing, Operations, CX, Finance, Accounts, related to course bookings, student analysis, marketing support, accounts set up, contracts and SLA status
- Help identify and analyse targeted categories, industries and contribute to specified sales initiatives, prospecting, client leads and core sales functions
- Communicate and coordinate with suppliers and promoters of first aid training and products
- Ensure compliance to Employee Handbook, Sales related policies and procedures
- Maintain a high level of customer service to clients to ensure that client expectations are met and agreed standards of service are maintained
- Other duties as requested by your Supervisor or other Executives of the Company
- Attend and complete Company directed training sessions
- Attend FAMH and Red Cross team meetings as directed by your Manager.

### ■ Position Selection Criteria

#### Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office, MS teams, Excel, Powerpoint, Skype or similar software and experience using databases
- Excellent written and verbal communication.

## Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.