

Position Description

Title	Tadpac Sales Administration Officer
Business unit	Tadpac
Location	98 Grove Rd, Glenorchy TAS 7010
Employment type	Full time Ongoing
Reports to	Tadpac Disability Services Coordinator

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Tadpac is a disability social enterprise and a leading provider of digital printing solutions, specialising in high-quality, customizable print products for businesses and individuals. With cutting-edge technology and a commitment to exceptional customer service, we have established ourselves as a trusted partner in the digital printing industry. The Sales Officer will play a crucial role in fostering exceptional customer relationships and experiences, preparing accurate and competitive quotes, and collaborating with the production team to ensure timely and high-quality products and deliveries.

2. Scope

Budget:

Nil

People:

Nil

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3. Relationships

Internal

- Tadpac Employees
- Senior Management Group (SMG)
- Service Delivery Senior Leadership and Management teams
- Support Services Senior Leadership and Management teams (inc Community & External Relations)
- Partnerships, Training and Enterprise Employees
- Tasmania's Executive Officer and Service Delivery Teams
- Project Delivery Teams and Governance Committees

External

- Tadpac Customers
 - Government and Tadpac customers
 - Peak bodies, service partners, ADE and NFP entities
 - Uniting Church of Australia – Synod of Victoria and Tasmania (including presbyteries, congregations, and ministries), Uniting Care Australia and related collaborations.
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4. Key responsibility areas

Customer Relationship Management

- Build and nurture strong, long-lasting relationships with existing and prospective clients.
- Act as the primary point of contact for clients, addressing their needs and inquiries promptly.
- Conduct regular check-ins and follow-ups to understand client requirements and provide solutions.
- Understand client needs and provide tailored solutions to meet their requirements.
- Stay up-to-date with Tadpac's latest digital printing technologies and products.
- Educate clients on the benefits and features of Tadpac digital printing solutions.
- In collaboration with the production team follow up with customers for their proofs and final edits.
- Finalise and confirm job requirements and establish a job ticket for the production team.
- Develop schedules to ensure that jobs are planned and successfully coordinated.

Quoting and Pricing

- Prepare accurate and competitive price quotes for clients.
- Negotiate terms and agreements to close sales deals.
- Create and capture highly detailed descriptions of job requirements for the production team based on the customer's requirements.

Administration and reporting

- Maintain detailed records of sales activities, opportunities, and customer interactions using "Printers Choice" software.
- Have detailed knowledge and stay up to date with the administration and use of "Printer's Choice" software.

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- Provide regular sales reports and forecasts to management.
- Complete invoicing activities and follow up outstanding and aged invoices with customers to ensure payment on time.
- Create work schedules based on the pipeline of work and customer expectations that ensure timely and organised production.
- Organise and lead the daily production reports and meetings with the production team.
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People and teams

- Collaborate closely with the production team to ensure timely and high-quality delivery of orders.
- Work closely and inclusively with supported employees. (Supported employees have a disability).
- Contribute to and inspire an engaged and productive team.
- Provide support, and empowerment to the team.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
 - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
 - Ensure appropriate use of resources.
 - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
 - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
 - Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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6. Person specification

Qualifications

- Qualifications in Business, Marketing, Sales or a related field (preferred)

Experience

- Proven track record in sales, preferably in the digital printing industry (essential)
- Strong interpersonal and communication skills (essential)
- Knowledge of digital printing technologies and processes (essential)
- Excellent negotiation abilities (preferable)
- Proficiency in using CRM software and Printer choice software (preferable)
- Self-motivated, results-oriented, and able to work independently (essential)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - **Digital Printing experience:** proven experience working within the digital printing sector.
 - **Sales and quoting experience:** proven experience in sales and developing accurate and competitive price quotes for customers.
 - **An eye for Detail:** highly developed meticulous eye for detail, a passion for precision when creating job descriptions.
 - **Project management:** proven ability to lead, scope, manage and deliver jobs within agreed timeline and budget.
 - **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs.
 - **Problem-solving:** proven high level of analysis and complex problem-solving.
 - **Communication:** highly developed interpersonal skills and communication skills, both written and verbal, including an ability to prepare high level reports to management and customers
 - **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Position Description
Tadpac Sales Officer

Name:

Signature:

Date: