

POSITION DESCRIPTION

POSITION TITLE: INTERNAL SALES REPRESENTATIVE
REPORTS TO: BRANCH MANAGER
LOCATION: NORTH GEELONG
VALID DATE: SEPTEMBER 2019

POSITION SCOPE:

- This position is responsible to action and support RHB customers with all incoming phone related enquiries.
- Provide instore counter sales assistance and complete sales process in a timely & courteous manner.
- Assist with the purchasing of stock, to meet customer orders, in consultation with Purchasing Officer
- Assist to maintain inventory levels, by continuous consultation and support to the Purchasing Officer, to action parts requests in the store, with outsourced suppliers & freight suppliers.
- Develop and sustain relationships with customers & suppliers

KEY RESPONSIBILITIES:

- Receiving and action of parts enquiries in a timely manner over the phone or instore counter.
- Participate in parts quoting, over phone, over counter, and with Sales Road Rep leads/enquiries
- Action & address customer quotes, invoices or accounts queries in a timely manner
- Process orders & invoices in line with company targets & objectives, maintaining correct GP %
- Assist and complete Daily/Weekly/Monthly cyclic stock counts in the central store, as directed by Branch Manager
- Maintain inwards goods, assisting in restocking of items on shelf when and where is required
- Assist in the day to day running of the operational requirements instore.

ADDITIONAL RESPONSIBILITIES, BUT NOT LIMITED TO:

- Assist with the purchasing of stock, initiate purchase orders to replenish the store.
- Assist in receiving incoming new/emergency stock deliveries
- Make outgoing customer & suppliers phone calls when and where's required

Receiving incoming new parts deliveries:

- Obtain a copy of the purchase order and dedicated bin location from Micronet
- Assist with the unpack of parts where called upon.
- Reconcile picking slip/invoice or delivery docket against purchase order.
- Locate parts in dedicated location within the central store and/or issue parts to the customer via delivery of internal RHB delivery service or external courier.



Purchasing:

- Assist Purchasing Officer to raise purchase orders for parts for the central store, or customer orders.
- As directed & authorised by the Branch Manager, adjust stock holdings for the central store when required.

Other duties:

- Assist costing of service jobs for on road staff
- Assist with the deliveries and pickups of parts as required

QUALIFICATIONS/EXPERIENCE:

- Minimum 5 years in the bearing industry/trade related industry or certification. Solid understanding of maintenance industry / background knowledge
- Understanding of customer relations and customer business processes
- Sound product knowledge is advantageous
- Ability to work with minimal supervision
- Good written and oral communication skills
- Computer literacy would be a distinct advantage
- Team player
- Strong problem-solving skills
- Drivers Licence required;

HUMAN RESOURCE MANAGEMENT:

- Comply with all company policies and procedures
- Participate in annual performance appraisal process
- Take care of all company assets under employee control

OCCUPATIONAL SAFETY & HEALTH:

- Lead the improvement process by the prevention of injury in the workplace
- Investigate all accidents and incidents and action items identified to prevent recurrence
- Assist in the risk assessment process within the areas of responsibility
- Constructively contribute to overall improvement of OSH in the workplace

HOURS OF SERVICE:

This Position entails working a 40 hour week within normal office hours of 8.00am to 5:00pm unless varied by mutual agreement.

There is an expectation that when circumstances demand, work beyond normal working hours will be carried out as required.

	JOB HOLDER	DEPARTMENTAL MANAGER
NAME:		DAVID STANTON
POSITION:	INTERNAL SALES REPRESENTATIVE	BRANCH MANAGER
SIGNATURE:		
DATE:		

