

**Position Classification:** Operational/Technical/Experienced

**Responsible for:** Offering efficient, friendly and prompt customer service, Responding to internal and external enquiries regarding accounts, orders and deliveries.

**Leadership/Business influence:** Minimal supervision, working independently/proficiently

**Reports to:** Office Team Leader

**Supervises:** N/A

## **Main Functions and Activities**

### **Customer Service**

- Take detailed phone orders. Up-sell according to current promotions
- Assist customers with inquiries
- Provide assistance to other team members to ensure a prompt response to all customer enquiries
- Top and Tail orders
- Check account status of orders and deal with accordingly
- Transfer calls and take detailed messages
- Greet and direct visitors
- Keep up to date on all promotions
- Process electronic payments

**Measures** - Enquires are handled promptly, efficiently, accurately and courteously.

### **Sales Support**

- Raise sales orders check account status
- Check keyed orders for errors prior to releasing to warehouse
- Ensure keyed orders are promptly distributed to warehouse

**Measures** - Sales orders and invoices processed accurately within acceptable time frames.

### **Administration/Accounts Receivable**

- Maintain customer account details in database
- Assist within office where required ie. filing and ad hoc administration
- Assist with new account applications including validity of liquor licences and ABN's against details on the internet

**Measures** - All facets of administration processed accurately.

### **Team Work, Trust and Cooperation**

- Demonstrate personal respect to others and their work priorities
- Actively participate in team meetings
- Contribute to the goals and objectives of the office administration team
- Identify improvements to systems and processes within the administration area
- Actively participate in relevant change management and team effectiveness training and development

**Measures** - Attendance and participation in team meetings, Process and systems improvement.

### **WH&S**

- Comply with all WH&S policies and procedures.
- Wear Personal Protective Equipment as specified.
- Report all accidents, near misses and unsafe work practices/hazards to your supervisor.
- Work in a manner which is conducive to WH&S

**Measures** - Compliance with company policies and procedures, Incidents reported in accordance with company procedure.

**Internal contacts** - State Manager, Sales Managers, Area Sales Managers, Warehouse Manager & Staff, Co-workers.

**External contacts** - Customers.

### **Essential Capabilities and Experience**

- Accuracy and efficiency in data entry
- Sound communication and presentation skills
- Highly developed customer service skills
- Well presented
- Demonstrate initiative and attention to detail
- Reliability and punctuality
- Ability to prioritise and multi-task activities

### **Desirable Capabilities and Experience**

- Knowledge of De Bortoli Wines products
- Experience in Accounts Receivable and/or stock procedures

Incumbent Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Managers Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_