

## POSITION DESCRIPTION

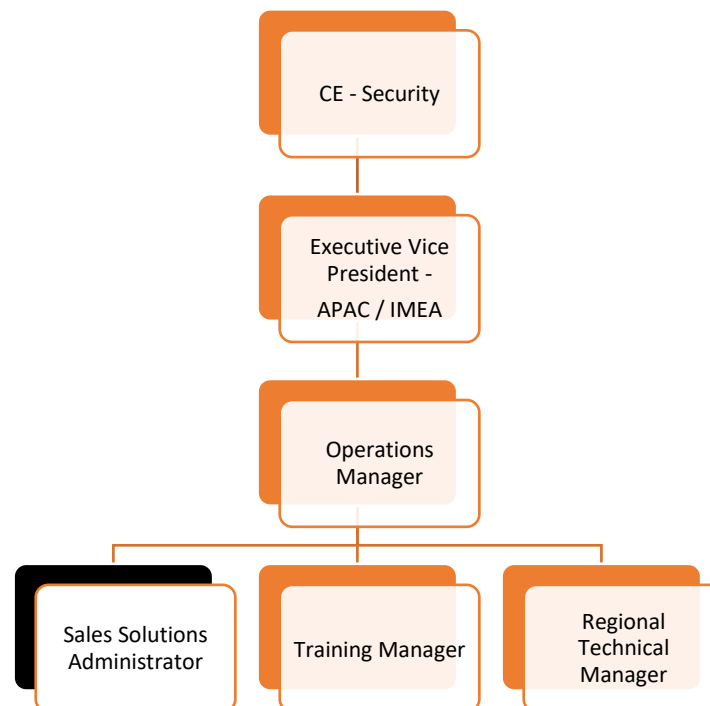
<b>Position Title:</b> Sales Team Administrator	<b>Direct Manager:</b> Operations Manager	
<b>Budget Responsibility:</b> Nil	<b>Direct Reports:</b> 0	<b>Indirect Reports:</b> 0

### WHAT YOU'RE HERE TO ACHIEVE

To provide exceptional administrative support to our expanding business development team. You will be responsible for creating Project Discount solution, Software Maintenance quotes and estimates as well as providing exceptional customer service to internal and external stakeholders.

You will utilise strong communication and collaboration skills to interact cross functionally with multiple departments including sales, operations, marketing, and engineering.

### WHERE YOU'LL FIT IN #TEAMGALLAGHER



### WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Sales Teams Customer Service and Technical Support teams Distribution, Supply Chain & Procurement Solution Delivery (product) Value Streams	Channel partners Third party vendors

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<p><b>Relationship Management:</b>  <i>Maintain effective relationships with channel partners, end users, customers, consultants and the associated internal sales network</i></p>	<ul style="list-style-type: none"> <li>• Build and manage relationships with partner and end user accounts to understand needs, identify upsell opportunities to work in coordination with the outside sales team to resolve issues.</li> <li>• Work with team members across the organisation to creatively and proactively resolve issues raised/identified with partners and/or end users, including but not limited to – participating in proactive outreach, and partner and end user queries.</li> <li>• Collaborate with team members from other departments to identify improvements to product offerings, sales education, marketing strategies and other business-related topics</li> <li>• Encourage team members to be productive, friendly, professional, and integrity-driven by maintaining a positive demeanor and objective approach to conflict.</li> </ul>
<p><b>Customer / Sales Support Administration:</b>  <i>Efficiently manage administrative tasks to maximise sales opportunities</i></p>	<ul style="list-style-type: none"> <li>• Utilise product feature knowledge to provide accurate quotes, system estimates and bill of materials/purchase order creation.</li> <li>• Identifies opportunities for upselling complementary/supplementary products with partners and end-users</li> <li>• Maintain latest knowledge of Gallagher products and services information and updates.</li> <li>• Stay informed about market trends and competing products and services.</li> <li>• Understand where to find and how to utilise Gallagher toolsets, technical and sales materials to provide these to partners and end users in support of the sales process.</li> <li>• Follow up on cold and warm leads to further the sales process</li> <li>• Proactively follow up with customers to get their feedback, guarantee their satisfaction and develop ideas for pitch modification.</li> </ul>
<p><b>Team Building &amp; Performance</b>  <i>Contribute to creating positive team dynamics through open communication, collaboration, and a supportive attitude to achieve shared goals</i></p>	<ul style="list-style-type: none"> <li>• Work effectively within the Gallagher APAC / IMEA Team in a collaborative, communicative manner</li> <li>• Assist all Gallagher team members to maximise group delivery</li> <li>• Focus on Continuous improvement and making current processes better</li> <li>• Be prepared to share knowledge and experience to all team members both individually and at team meetings to assist the team meet overall objectives</li> <li>• Demonstrate the ability to work independently and as a member of a team</li> <li>• Assist and participate with cross training of other team members as required</li> <li>• Provide cover for other team members in the event of absence</li> </ul>

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

## HOW YOU'LL BE DOING IT

### **Qualifications and / or Experience:**

- 2 years in a customer and sales support role or administration
- Previous experience in Outlook MS Office Suite, SAP & CRM highly desirable
- Computer system literacy and proficiency with modern business applications.

### **Skills / Competencies:**

- Customer focused. Interacts with others in a sensitive and effective way. Respects and works well with others. Commits self to delivering high standards of customer service.
- Emotional intelligence to work well with a range of different stakeholders (internal and external)
- The ability to work under pressure to strict deadlines, and prioritise in a timely manner
- Strong written and oral skills, ability to communicate to a variety of customers in a variety of ways
- Attention to detail, highly accurate and possesses problem solving skills.
- A willingness to work in a "team" environment, a team player with a "can do" attitude.
- A friendly and outgoing attitude to internal and external customers.
- A lateral thinker who is open to change, flexible in roles and meeting changing business needs.

# Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

