



## POSITION DESCRIPTION

<b>Position Title:</b> Customer Service & Retail Sales Consultant	<b>Direct Manager:</b> Norton LHS Business Unit Manager	
<b>Budget Responsibility:</b> Nil	<b>Direct Reports:</b> Nil	<b>Indirect Reports:</b> Nil

### WHAT YOU'RE HERE TO ACHIEVE

**Key purpose:** The Norton Customer Service & Retail Sales Consultant delivers comprehensive pre-sales and post-sales support for all Norton Livestock Handling Solutions (LHS) products.

This position focuses on providing exceptional service by addressing customer enquiries both in person and over the phone. This involves assisting customers in selecting the right products, guiding them through our product range and ensuring they make informed decisions.

Additionally, you will be responsible for effectively coordinating all transactions in the MYOB system; from the customers' initial quotes through to inputting orders and coordinating deliveries.

### WHERE YOU'LL FIT IN #TEAM GALLAGHER



### WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Customer Service team, Territory Sales Managers, Business Development Managers, Operations Coordinator, Production Team Leads, Accounts and Finance.	Reseller Customers End Users Contractors

## WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
<p><b>Support customers with transaction completion and efficiency</b></p>	<ul style="list-style-type: none"> <li>Delight customers with efficient, conclusive and appropriate outcomes to enquiry and order submission.</li> <li>Be the 'lynch pin' connecting Norton / Gallagher to its customers delivering the Norton / Gallagher Customer Support Package.</li> <li>Offer solutions for retail customer requirements.</li> </ul>
<p><b>To build relationships with regional reseller network</b></p>	<ul style="list-style-type: none"> <li>Work with Business Unit Manager to ensure implementation of promotions and other activities meet goals and targets.</li> <li>Identify new and existing opportunities to grow sales.</li> <li>Actively evaluate the market and feedback any relative information on competitor activities or initiatives.</li> <li>Refer potential leads to Territory Sales team where solutions or support are required to maximize the sales opportunity.</li> </ul>
<p><b>To operate actively as part of the greater Animal Management Australia Team</b></p>	<ul style="list-style-type: none"> <li>Provide support to other team members as and when required.</li> <li>Participate in the implementation and achievement of team objectives and action plans.</li> <li>Actively participate in team meetings.</li> <li>Assist in supporting team events and ensuring that peers act responsibly and professionally.</li> <li>Ensure that dress standards are maintained at an expected level resulting in a professional representation of the company.</li> <li>Ensure that behaviour and activities are maintained in terms of policy.</li> <li>Be prepared to share knowledge and experience to all team members both individually and at team meetings, to assist the team in meeting overall objectives.</li> <li>Ensure that confidentiality is respected and maintained to ensure that no one person is disadvantaged, and to ensure that a competitive advantage is always maintained.</li> </ul>
<p><b>To comply with Administration Policy</b></p>	<ul style="list-style-type: none"> <li>Maintain all company tools of trade in a safe and professional condition.</li> <li>Complete all administrative functions in a timely and professional manner and aligned with policy.</li> </ul>
<p><b>Service Level</b></p>	<ul style="list-style-type: none"> <li>Ensure sales order priorities are managed within accepted service level.</li> </ul>
<p><b>Error and enquiry correction</b></p>	<ul style="list-style-type: none"> <li>Delight customers with efficient, conclusive and appropriate outcomes to enquiry and error correction.</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:**

- Proven experience in customer service/retail sales, preferably within a manufacturing environment.
- Full, clean drivers' license.
- High school diploma required; additional education or certification in customer service or sales is advantageous.

### **Skills and Competencies:**

- Knowledge of custom products like entrance gates for farm properties, customized gates for residential and commercial properties preferable.
- Knowledge of livestock equipment or the agricultural industry is an advantage.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities with a proactive approach to customer issues.
- Ability to multitask and prioritize in a fast-paced environment.
- Proficiency in MS Office (Word, Excel, Outlook) and experience with CRM software.
- Attention to detail and accuracy in order processing and data entry.

# Protect what matters most.

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

