

## SCHEDULE B

### Job Description

#### Telemarketer/ Sales Administrator

#### Role – Purpose and Scope

The Telemarketer/ Sales Administrator role sits within the Sales team and reports to the Marketing Manager and is based in our Melbourne office.

The purpose of the role is to carry out telemarketing, sales, and administrative activities for the Medtech suite of software products including scheduling site visits, answering client enquiries, and general administration.

#### Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will be commensurate with experience.

#### Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured or assessed every six months.

Key Responsibilities	Outcome	Performance Measure
Appointment Setting/Telemarketing, contacting potential clients to make appointments for our sales consultants to visit and demonstrate our products.	This is an important part of the role and will consume 50% of the time. In order to achieve KPIs a minimum of 10 calls per hour will be required	Our marketing database will be updated with new contacts and medical site details including practice manager and PMS.  8-10 appointments per week should be scheduled.
Identify prospective customers by using business directories and/or following leads from existing clients.	Develops and maintains prospective customers' database and sources new business	CRM reporting
Maintain customer records and databases using CRM	Customer records and database is updated and reviewed regularly	CRM Reports
Prepare weekly report on tele sales activities, new prospects etc.	Accurate sales report is prepared on time accurately updating sales activity weekly	Weekly sales report and CRM
Responsible for the team answering customer and new opportunities enquiries including	Ensuring the team responds to customer queries are directed to the relevant department and	Feedback from customers.

Key Responsibilities	Outcome	Performance Measure
questions on their accounts, training & sales enquires;	responded in a timely manner.	
Assist with the preparation and follow up of quotations and proposals for new and existing clients for the Sales & Implementation Team;	Timely input received to process paperwork and other formalities	Feedback from manager
Assist with preparation of memos, letters and other documents, using word processing, spreadsheet, database, or presentation software	Documents are prepared timely and are accurate.	Review of document
Assist with general administration duties	Documentation is prepared accurately and in a timely fashion, customer enquiries are responded to within agreed timeframe	Review of documentation and feedback from manager
Adherence to all processes and procedures in accordance with ISMS and ISO guidelines.	Comply with the guidelines published under the certifications Quality control for all internal and external processes	No nonconformity reported.  Feedback from manager

### Projects or other duties

**Objective** – To carry out other duties which may reasonably be required by the National Sales Manager from time to time in the course of Medtech's business and which fit the role's purpose as stated and for which the position holder is qualified or has received adequate training or instruction.

### Health and safety

**Objective** – To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Observe all Medtech Group's health and safety policies and procedures	Familiarity with Medtech Group's health and safety policies and procedures. Understands hazard identification and accident reporting protocols	Health and safety records, hazard and accident registers

Take full responsibility for one's own health and safety and ensure no action or inaction on one's own part harms others in the workplace	Act responsibly and follow Medtech Group's health and safety policies and procedures	Accidents and hazards are recorded in the relevant registers (follow up where necessary)
Report hazards or accidents using the appropriate health and safety registers	Understand hazard identification and accident reporting protocols	

### Person Specification

Part of what makes Medtech as successful as it is, are the highly motivated people who work here. An inspiration to your colleagues, you are a driven and highly motivated telemarketer / sales coordinator who is hungry for success; and with a committed motivation to getting things done, you always place the client at the centre of everything you do.

### Technical or Professional Knowledge and Experience

Ideally, you will have at least 2 years' work experience in a similar administration role. You will have strong communication skills (both oral and written); the ability to work under pressure, meet deadlines and can demonstrate great organization skills; working knowledge of Navision and CRM is preferred and at least an intermediate knowledge level of the Microsoft Office suite of products.

Other key skills that would be an advantage are:

- a team player;
- a self starter;
- sound experience in customer management;
- excellent interpersonal skills;
- good time management and priority setting skills;
- ability to work unsupervised;
- Initiative – be able to identify tasks that require attention and carry out task to a successful outcome;
- strong attention to detail;
- discretion and commitment to maintain confidentiality at all times;
- Sense of humour and flexible attitude.

### Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

**Oral Comprehension** — Ability to listen to and understand information and ideas presented through spoken words and sentences.

**Oral Expression** — Ability to communicate information and ideas in speaking so others will understand.

**Speech Clarity** — Ability to speak clearly so others can understand you.

**Written Expression** — Ability to communicate information and ideas in writing so others will understand.

**Instructing** — Teaching others how to do something.

**Learning Strategies** — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

**Coordination** — Adjusting actions in relation to others' actions.

**Originality** — Ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

**Service Orientation** — Actively looking for ways to help people.