

SCHEDULE B

Job Description

Telemarketer

Role – Purpose and Scope

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

Salary Range

This position is casual part time (nominally 20 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.

- Develop an understanding of our solutions
- Calling medical practices and allied health professionals
- Build rapport with decision makers
- Successfully book appointments and capture email addresses
- Send further information when requested
- Enter call details into our Microsoft CRM (training provided on system)

Projects or other duties

Objective – To carry out other duties which may reasonably be required 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

<p>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</p> <p>Report hazards or accidents using the appropriate health and safety registers</p>	<p>Act responsibly and follow Medtech Group's health and safety policies and procedures</p> <p>Understand hazard identification and accident reporting protocols</p>	<p>Accidents and hazards are recorded in the relevant registers (follow up where necessary)</p>
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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 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

- Proven sales experience in outbound B2B telephone sales.
- Outstanding communication skills (listening, verbal and written)
- Competent computer skills
- Driven to succeed and able to achieve and exceed targets
- Enthusiastic and self-motivated

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.