



# Position Descriptions

2023

## Sales and Logistics Administrator

<b>PART D – AUTHORISATIONS</b>		<b>Date:</b>
<b>Authorisations</b>	<b>Position: BUSINESS MANAGER</b> <b>Signature:</b>	
<b>Acceptance of Employee:</b>	<b>I have read and understood the requirements of the position:</b> <b>Signature:</b>	

Version Last Updated: February 8, 2023

<b>PART A – ROLE SPECIFICATION</b>			
<b>Job Title:</b>	Sales and Logistics Administrator	<b>Business Unit:</b>	SEAPA
<b>Department:</b>		<b>Direct Reports:</b>	Nil
<b>Reports to:</b>	Business Manager	<b>Position Type:</b>	Full Time
<b>Award and Classification:</b>	Award Free	<b>Office Location:</b>	26-28 Erudina Avenue Edwardstown 5039 South Australia
<b>Role Purpose:</b>	Responsible for administrating the sales and logistics operations of SEAPA Australia in line with the strategic direction of the business. Handle inbound sales inquiries and provide product information and pricing. Support purchasing processes, monitor inventory levels, and maintain relationships with suppliers. Provide general office administration including office reception for SEAPA and GARON Plastics.		
<b>Key Result Area's</b>	<b>Accountabilities and Performance Indicators</b>		
<b>Sales Administration</b>	<ul style="list-style-type: none"> <li>• Assist in the creation of sales proposals, presentations, and reports.</li> <li>• Process sales orders and ensure all data is accurately entered into the system, including quotes and invoicing.</li> <li>• Manage the sales database and ensure it is updated with accurate information.</li> <li>• Coordinate sales activities and communicate with the sales team on update, leads and sales follow-ups.</li> <li>• Provide sales admin support to all overseas entities including recording of orders in relevant systems.</li> </ul>	<ol style="list-style-type: none"> <li>1. Accuracy and completeness of customer databases</li> <li>2. Timely and accurate preparation and distribution quotes, invoices of sales reports</li> </ol>	
<b>Inbound Sales</b>	<ul style="list-style-type: none"> <li>• Handle incoming sales inquiries via phone, email and other channels.</li> <li>• Qualify leads and determine which opportunities are viable.</li> <li>• Provide customers with product information and pricing.</li> <li>• Work with the sales team to provide customers with quotes and proposals.</li> <li>• Calculate freight charges and apply to quotes.</li> </ul>	<ol style="list-style-type: none"> <li>1. Timeliness of response to inbound sales inquiries</li> <li>2. Accuracy and completeness of sales quotes and proposals</li> </ol>	

<b>Purchasing</b>	<ul style="list-style-type: none"> <li>• Assist in the purchasing process by generating purchase orders, processing invoices and stock receipts</li> <li>• Monitor and reports on inventory levels and work with suppliers to ensure timely delivery of goods</li> <li>• Maintain good relationship with suppliers and resolve any issues in a timely manner</li> </ul>	<ol style="list-style-type: none"> <li>1. Timeliness and accuracy of purchase orders</li> <li>2. Supplier delivery performance</li> <li>3. Inventory accuracy</li> </ol>
<b>Logistics Coordination</b>	<ul style="list-style-type: none"> <li>• Coordinate the shipping of products to customers, including arranging transport and ensuring all necessary paperwork is completed.</li> <li>• Work with the warehouse team to ensure timely and accurate order fulfillment.</li> <li>• Maintain accurate records of inventory levels, shipments, and delivery dates.</li> <li>• Proactively manage potential logistics issues and resolve them in a timely manner.</li> <li>• Completes all required export paperwork.</li> <li>• Compare freight quotes.</li> </ul>	<ol style="list-style-type: none"> <li>1. Timeliness and accuracy of product shipments</li> <li>2. Freight and shipping cost management</li> <li>3. Delivery performance to customers</li> </ol>
<b>Office Administration</b>	<ul style="list-style-type: none"> <li>• Provide administrative support to the business (GARON Plastics / SEAPA) including reception duties.</li> <li>• Answer phone calls and respond to emails in a timely manner.</li> <li>• Assist with general office duties such as managing/ordering office/factory supplies for GARON Plastics / SEAPA, incoming and outgoing mail, ensuring the office is kept clean and tidy.</li> <li>• Coordinate (General Manager/ Managing Director) travel bookings including flight, accommodation, car hire and engagement with travel partners where required.</li> </ul>	<ol style="list-style-type: none"> <li>1. Efficiency and accuracy of administrative tasks</li> <li>2. Maintenance of accurate records.</li> </ol>
<b>Work, Health and Safety Quality</b>	<ul style="list-style-type: none"> <li>• Comply with all statutory rulings and guidelines.</li> <li>• Comply with WHS compliance polices, systems and practices to maintain a safe and healthy work environment with a zero-harm outcome.</li> </ul>	<ol style="list-style-type: none"> <li>1. Compliance with all mandatory compliance obligations</li> <li>2. Report all incidents and accidents within specified timeframes</li> </ol>

	<ul style="list-style-type: none"> <li>Any other tasks at the direction of your managing Director</li> </ul>	3. Attendance at Company or external held training
--	--	--

<b>Processes and Systems</b>	
<b>Processes and work Systems</b>	<ul style="list-style-type: none"> <li>CRM –customer systems</li> <li>Google Workspace</li> <li>AI systems</li> <li>Phone system</li> <li>Excel</li> <li>Microsoft Systems</li> <li>Company Systems and Processes including Policies</li> </ul>

<b>PART B – PERSON SPECIFICATION</b>	
<b>Key Behaviors</b>	
<ul style="list-style-type: none"> <li>Customer outcome focus - resilience and tenacity to continue to push outcomes for the best results.</li> <li>Strong listening ability to approach sales negotiations with a strong grasp of key issues and presents a convincing and balanced rationale.</li> <li>Identifies common ground to facilitate agreement and acceptance of mutually beneficial solutions.</li> <li>Acts to deliver high performance results.</li> <li>Communicates clearly, logically both orally and in written form.</li> <li>Ability to develop, manage and maintain good relationships with customers.</li> <li>Works to establish and maintain effective working relationships across teams and builds rapport easily.</li> <li>Well presented, friendly and approachable</li> <li>Displays trust and personal integrity and honesty.</li> <li>Strong time management skills, attending customer sites on time and prioritising and managing workload, approach is structured and systematised.</li> <li>Maintains confidentiality and discretion.</li> <li>Strong attention to detail and accuracy</li> <li>Innovative solution finder attitude and customer solution focussed.</li> <li>Demonstrates appropriate and professional workplace behaviour in accordance with the Code of Conduct</li> </ul>	

Core Values	
INSERT VALUES	<p><b>Integrity:</b> We are honest trustworthy reliable with ourselves, partners and customers in our actions.</p> <p><b>Teamwork:</b> We help each other achieve common agreed goals and we share our knowledge, expertise and advice openly. We work on problems keeping an open mind and avoiding blame. We understand that clear communications and understanding is critical. If in doubt we ask.</p> <p><b>Empathy:</b> we are sympathetic to others needs and point of view.</p> <p><b>Curiosity:</b> We accept we do not know everything and are committed to learning. We ask why and seek better understanding. We embrace change and do not accept status quo.</p> <p><b>Positive:</b> We are confident, friendly and helpful. We have an optimistic outlook. We appreciate our attitude and mood affects others.</p>

PART C – REQUIREMENTS
Knowledge, Skills, Experience and Qualifications
<p><b>Knowledge &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Critical attention to detail</li> <li>• Knowledge of sales principles, sales models, and customer needs</li> <li>• Excellent computer literacy skills, spreadsheet, and numerical skills</li> <li>• Proven time management and organisational skills</li> <li>• Excellent communication skills</li> <li>• Knowledge and skills in building trusted relationships.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience/Skills with an Inventory management system and stock planning is an essential requirement.</li> <li>• Proven administration experience with inbound/outbound sales and administration.</li> <li>• Exposure to CRM systems, online accounting software like Xero and MYOB.</li> <li>• Stock management and general office administration</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Secondary Education or higher.</li> <li>• Two or more years of office Administration experience</li> <li>• Two or more years of logistics experience in sales industry</li> </ul>

<b>Training Requirements</b>
<p><b>Essential Training</b></p> <ul style="list-style-type: none"><li>• Induction Training</li><li>• WHS Training - Site specific inductions</li><li>• Product Training from suppliers</li></ul> <p><b>Occupational Training</b></p> <ul style="list-style-type: none"><li>• WHS Statutory – on-going compliance</li></ul> <p><b>On the Job Training</b></p> <ul style="list-style-type: none"><li>• Systems Training</li></ul>

<b>Additional Requirements</b>
<ul style="list-style-type: none"><li>• Attendance at industry specific events</li><li>• Opportunity for travel</li></ul>

<b>DRAFT REVIEWED BY EMPLOYEE AND FEEDBACK PROVIDED TO HR MANAGER</b>
<b>Name:</b>
<b>Signature:</b>
<b>Date:</b>