



POSITION DESCRIPTION

POSITION TITLE: ROAD SALES REPRESENTATIVE (BDM)
REPORTS TO: BRANCH MANAGER
LOCATION: NORTH GEELONG
VALID DATE: FEBRUARY 2023

POSITION SCOPE:

- This position is responsible to action and support RHB customers with all incoming phone related enquiries both in Branch & externally in field.
- Provide customer on site sales assistance and complete sales process in a timely & courteous manner.
- Assist/advise with the purchasing of stock for account customers,
- Raise purchase orders to supply customer goods.
- Assist with inventory and action parts requests in the store or with outsourced suppliers & freight suppliers.
- Develop and sustain relationships with customers & suppliers, ensuring the area accounts are managed harmoniously.

KEY RESPONSIBILITIES:

- Develop customer relations, by understanding customers' needs and requirements, fulling and supplying the correct goods for their enquiries.
- Attend to daily, weekly, fortnightly site visits requested from the customer.
- Receiving and action of all enquiries in a timely manner over the phone, on site or instore counter.
- Participate in parts quoting, over phone, over counter, and with fellow Sales Road Rep leads/enquiries.
- Assist with costing of customer invoices or accounts queries, ensuring goods are charged at contract rates.
- Assist with the delivery of goods to customers where called upon, ensuring deliveries are meet inline with customer expectations.
- Cooperatively address customers paperwork or account enquiries inline with internal accounts team.

ADDITIONAL RESPONSIBILITIES, BUT NOT LIMITED TO:

- Provide instore counter sales assistance and complete sales process in a timely & courteous manner.
- Receiving incoming new/emergency stock deliveries.
- Assist and complete Daily/Weekly/Monthly cyclic stock counts in the central store, customer sites as directed by Branch Manager
- Maintain inwards goods, assisting in restocking of items on shelf when and where is required



Receiving incoming new parts deliveries:

- Unpack parts
- Reconcile picking slip/delivery docket/Invoice against purchase order
- Locate parts in the central store or issue parts for customer delivery via internal RHB delivery service or external courier.

Purchasing:

- Receive purchase requisitions from customer and raise purchase orders for parts to complete customer order.

Other duties:

- Assist costing of service jobs
- Parts Quoting
- Counter Sales of parts enquiries
- Assist in the day to day running of the operational requirements
- Assist with the deliveries and pickups of parts as required
- Make outgoing customer & suppliers phone calls when and where's required

QUALIFICATIONS/EXPERIENCE:

- Minimum 5 years in the bearing industry/trade related industry or certification. Solid understanding of maintenance industry / background knowledge
- Understanding of customer relations and customer business processes
- Sound product knowledge is advantageous
- Ability to work with minimal supervision
- Good written and oral communication skills
- Computer literacy would be a distinct advantage
- Team player
- Strong problem solving skills
- Current Driver's License required;

HUMAN RESOURCE MANAGEMENT:

- Comply with all company policies and procedures
- Participate in annual performance appraisal process
- Take care of all company assets under employee control

OCCUPATIONAL SAFETY & HEALTH:

- Lead the improvement process by the prevention of injury in the workplace
- Investigate all accidents and incidents and action items identified to prevent recurrence
- Assist in the risk assessment process within the areas of responsibility
- Constructively contribute to overall improvement of OSH in the workplace



HOURS OF SERVICE:

This Position entails working a 40 hour week within normal office hours of 8:00am to 5:00pm unless varied by mutual agreement.

There is an expectation that when circumstances demand, work beyond normal working hours will be carried out as required.

	JOB HOLDER	DEPARTMENTAL MANAGER
NAME:		DAVID STANTON
POSITION:	ROAD SALES REPRESENTATIVE	BRANCH MANAGER
SIGNATURE:		
DATE:		