

POSITION DESCRIPTION: SALES REPRESENTATIVE

Title	Sales Representative
Employment Type	Permanent Full Time
Remuneration	Base Salary + Commission + Super
Location	Braeside
Reports To	Sales & Administration Manager
Direct Reports	N/A

About Smart Records Group

For over 20 years, Smart Records Group has assisted thousands of public and private sector organisations across Australia to make smarter choices in managing their paper and electronic archiving records. Our business continues to expand it's offering to include a reputable supplier of archive supplies and self-storage options.

Our current businesses and services include:

- **Smart Stack** - Smart Stack is the latest innovation in on-site archiving and document storage. We offer services mainly to the education sector offering freestanding on-site archiving systems, archiving maintenance, document destruction and digitisation.
- **Smart Storage** - Smart Storage provides professional, reliable, and secure offsite document storage and information management for businesses across Melbourne.
- **Archive Boxes Australia** – Our Archive Box online store has been making and selling premium archive boxes since 1999 with thousands of happy customers spread right across Australia.
- **BoxIT Self Storage** - BoxIT has redefined Melbourne self-storage. A valet service where we deliver our sturdy storage boxes for customers to pack them. We collect and store in our secure storage facility.

Position Overview:

The Sales Representative Role works under the Smart Stack business to build and increase relationships with prospective and current customers encouraging them to install a Smart Stack archiving system on-site and utilise our other archiving services.

No two days will be the same, with most of your time being spent on the road meeting with customers to provide an on-site assessment, completing and following up quotes, attending conferences and giving presentations on the benefits of our archiving system.

You will have strong leadership and interpersonal skills, as well as a proven track record in meeting sales and revenue targets. The ability to work independently is essential, and the ability to build long-term relationships with customers in your allocated areas.

Main Duties:

- Develop a full understanding of the products and services we offer, and how these archiving services are of benefit to our school customers.
- Develop and nurture lasting relationships with school contacts across Victoria that are vital to ongoing vitality of the business.
- Provide on-site assessments to prospective customers, tailoring solutions to exceed their expectations and help improve their on-site and offsite archiving.
- Compile information and produce tailored quotes for prospective customers, working closely with the Sales & Administration Manager to increase conversions and opportunities to upsell.
- Meet with current customers to assist them in improving their archiving processes resulting in further business.
- Actively follow up prospective customers throughout the quote and conversion process, communicating regularly with customers regarding the status of their order.
- Represent Smart Stack and Smart Records Group at industry events and conferences.
- Attend and facilitate informational and sales workshops via Zoom for potential and current customers.
- Effective and timely follow up on administrative tasks and emails.
- Daily travel will be required to meet with schools across Victoria during school term

Organisational Accountabilities

- Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures
- Contribute to quality improvement activities across the business.
- Monitor and manage work to ensure it doesn't negatively impact your health and safety or that of others.
- Undertake other role related duties as requested by the Sales & Administration Manager.
- All office-based staff are required to be available to answer incoming phone calls should an appropriate staff member not be available to take a message.

Skills & Experience

- Previous experience in a similar customer facing sales role, with proven experience in the ability to build strong business relationships.
- Possess excellent communication, planning and presentation skills.
- Be self-motivated and able to self-manage while working autonomously from home and while travelling.
- Plan and manage all aspects of administration to deliver reliability and consistency in sales and service delivery.
- Be well dressed, presentable and professional, always, when on company business.
- Knowledge of Microsoft Office – Word, Excel etc.