



Job Description

Sales & Marketing Administration Support

Role Description

This is a challenging and exciting role in an ethical food social enterprise that seeks to challenge the status quo and create healthy food systems. The role requires passion for fair, local, seasonal ecological food and competency in administration, customer service and sales.

The position involves working with the Sales and Marketing Team where you will be the first contact for our customers. You will be responsible for creating the reports for the warehouse staff each week and provide exceptional customer service to increase customer retention. There will also be occasional event support and ad-hoc marketing jobs required as part of this role.

Food Connect Brisbane's mission is to create a healthy food system by operating an ecological and sustainable food distribution enterprise through community participation and fair support for our regional farmers.

To create a healthy community and resilient local food system, Food Connect commits to the following values:

- Ethical, nutritious and real food
- Risk sharing, fairness and equity
- Transparency and good quality communication
- Diversity in farmers, employees and community volunteers
- Citizenship and teamwork
- Developing the grassroots fair food movement and strategic collaborators

Employment details

- Permanent part-time, 30 hours per week; with a three month probation period
- You will be required to work in the office four days per week within the hours of 7am - 5pm Monday to Friday with some out office and weekend work
- Remuneration is according the Clerical Award Level 3 at \$21.26 per hour
- The position is based at Unit 1, 8 Textile Crescent, Salisbury
- Food Connect is an equal opportunity employer and encourages women, Aboriginal and Torres Strait Islander, and members of other minority groups to apply.

Key Responsibilities

The Sales and Marketing Administration Support role is accountable to the Sales Coordinator and is responsible for the following areas:



- Processing and producing sales reports for warehouse staff each week; a highly attuned attention to detail is a must for this part of the role
- High level of customer service, resolving queries and problems accurately and in a timely manner, providing clear advice and options to customers' needs, and actively seeking feedback
- Proactively contribute to processes that document, analyse, improve and deliver customer information
- Receive and fulfill sales enquiries
- Proactively make sales enquiries and calls (this could be face-to-face, online or over the phone)
- Be the "City Cousin" for the office on Tuesdays and Wednesdays
- Any other subscriber, sales and marketing related projects that may arise

Summary of results to be achieved

- Accurate and timely reporting
- Educate and support customers
- Deepen the spend of our core group of customers
- Respond to enquiries, comments and complaints with particular emphasis on promoting and advocating for values of Food Connect - local seasonal ecological fair food
- Liaise with the Procurement and Warehouse team with providing real-time feedback as required
- Analyse sales statistics, set and achieve sales targets, increase Subscriber sales and retention rates
- Keep sales and customer service tracking reports and manuals up to date
- Be available for sales and community education events

Standards

The role is to be evaluated against the following standards:

- The goals of Food Connect's business plan are achieved (in particular subscription numbers, retention rates, average sales and customer satisfaction, number of pro active calls)
- Completing all tasks as per the Sales Assistant Daily Tasks procedure
- Actively involved in staff meetings and providing written reports
- Complaints (related to orders/products) are addressed, feedback provided to the necessary area and/or forwarded to relevant managers and action plans developed and implemented
- Participation in team meetings to enhance overall operation of the organisation

Selection Criteria

Essential

Demonstrated experience or competence in:

- Providing exceptional customer service on phone, face-to-face and in writing
- Proven sales ability



- MS Office, Google Apps, Email and Internet programs and readiness to learn new programs. Must have exceptional skills in Microsoft Excel and Customer Database programs
- Attention to detail
- Outstanding communication of a business' value proposition
- Experience in analysing sales statistics & improving customer service delivery
- Managing the needs of diverse stakeholders
- Managing conflicting deadlines
- Understanding the role of Food Connect Brisbane's operations in furthering the goals of the local, ecological and sustainable food movement
- Getting the job done with a practical hands-on approach within a resource limited environment
- Passion for fair and local seasonal ecological food!

Desirable

Experience or competence in:

- Knowledge of sustainable agriculture and organic production methods
- Passion for fresh food, eating and cooking
- Current drivers licence and own car or use of a car

Please email expressions of interest with a resume, to emma.bosworth@foodconnect.com.au by 12pm Monday 14th September. The successful applicant must be available to start work in late September.