

Removals Consultant

Division: Wridgways
Department: Sales
Reports to: Sales Manager

Overall Purpose Of The Job

To develop and investigate new customers, maintain new and existing customers for Sydney Branch of Wridgways via a comprehensive strategic Account Management System. To implement individual marketing programs to ensure all sales activities for each existing and new client enhance the customer service objectives of the company.

Primary Duties & Responsibilities

- Identify and develop new trading opportunities for Wridgways.
- Maintain and develop existing trading accounts to maximum value potential.
- Gather and analyse market information, reporting to management with recommendations for strategies and actions to benefit both customers and Wridgways.
- Produce proposals/contracts/tenders in accordance with company procedures.
- Liaise in a professional service driven manner on all facets of customer contact.
- Maintain a high uniform standard of presentation and profile to the market.
- Attend MCI (Managing Continuing Improvement), Sales and Branch Meetings as required.
- Carry out tasks and responsibilities within limits of authority as defined in Company Quality Policy Manual and Quality Procedures Manual.
- Interaction with all division/areas of Wridgways (Domestic, International, Business Relocations) and all Branches of the group and associated companies.
- Carry out Removal Surveys, Removal Assessments and Public Relations activities as required.
- General sales administration as required.
- Follow up and generation of leads.
- Implement branch sales procedures, methods and documentation.
- Follow up customer inquiries, complaints, comments and claims.
- Maintain and control a personalised after-sales service program.
- Advise and report on market activity.
- Quote and negotiate prices and credit terms, prepare contract/proposals and record orders.
- Operate computer system to input and access information.
- Carry out in-home sales consultations.
- Attend staff/branch meetings as necessary.
- Attend training course – internal/external as required.
- Provide information to own branch and other branch staff to ensure that customer needs are met.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.

Skills Essential to the Job

Technical

- Principles of consultative selling.
- Sales forecasting and statistical analysis.
- Understanding of Company Procedures and Policies.
- Understanding of removal techniques, systems and principles.
- Ability to plan and manage a corporate account base.
- Outstanding communication skills (verbal and written).
- Ability to manage time effectively.
- Ability to complete detailed and repetitive tasks accurately.
- Data entry into main frame and off line computers.

Business

- Sound understanding of business concepts and practices.
- Able to create and understand costing and retail pricing structures.
- Understanding of telemarketing procedures.
- Ability to plan and manage a territory.

Human Relations

- Good communication skills both verbal and written.
- The ability to convey clear, concise and relevant information.
- The ability to listen, analyse and react according to information received.
- The ability to source and clearly convey information.

Qualifications Preferred

Secondary Year 11 or equivalent

Tertiary/TAFE

Professional

Licences Passenger vehicle drivers licence

Other