

Follow your nose...

Consulting Services

Data

Hosted Applications

Customised Mapping

Client Sales Support Officer

- » Opportunity to work with a market leader
- » Collaborate with like-minded people committed to innovation and excellence
- » Sydney CBD location

Are you customer obsessed and passionate about contributing to positive client service and sales outcomes?

Our growing client demand has created an opportunity for you to support our Sales team across the sales cycle. The position will see you closing marketing-led campaigns, performing outbound warm calling, generating sales leads, and upselling and cross-selling to existing clients. In this position you will always be on the lookout for achieving tasks smarter and better for our clients.

Roles and responsibilities

- » First point of contact for support and client enquiries via our published numbers and website.
- » Work with the Manager, Client Services to monitor revenue against targets during the month and ensure team activity is focussed on processing all available open orders through to completion.
- » Ensure all sales orders and evaluation requests are processed in accordance with team SLAs as well as company finance and supplier process requirements.
- » Facilitate data update process in arranging data shipments.
- » Maintain and perform monthly audits of key business databases on CRM and SharePoint.
- » Create weekly reports to Sales, Finance and Marketing teams.
- » Assistance and management of third party audits; file all sales documents according to both company and regulatory requirements.

A detailed position description can be found on our website.

Skills and attributes

- » A polished telephone manner, great communication skills – both written and verbal.
- » Excellent interpersonal and client service skills with a strong attention to detail.
- » Self-motivated and adaptable in changing situations.
- » Good time-management skills demonstrating a sense of urgency.
- » Demonstrated ability to prioritise team workload and deliver against established SLAs.
- » Good problem solving skills.
- » Personality/behaviour aligns with MapData Services' core values.
- » Computer literate with experience in maintaining database records.

Qualifications and experience

- » Relevant tertiary qualifications.
- » Demonstrated client services experience in a client focused team environment.
- » Experience working in a commercial environment and interacting at all levels of an organisation, both internally and with clients.

How to apply

If you are ready to apply your knowledge and expertise to help shape business systems in an industry-leading organisation, please submit your resume, along with a cover letter (no more than two pages) to careers@mapdataservices.com. If you are interested in this role and require further information or direction with your application, please contact Recruitment Lead, Leandro Casas on 0400 787 808.