



Position Description

Position Title:	Client Sales Support Officer
Managing Division:	Client Services
Delivery Team:	Client Service team
Reports to:	General Manager
Staff reporting to this position:	Nil
Location:	Sydney
Employment status:	Full-time
Travel requirements:	As appropriate
Position last reviewed:	November 2017
Authorised by:	Brett Bundock – Managing Director

Overview

The Client Sales Support Officer will:

- » Provide excellent client service to ensure continuous improvement to client satisfaction that assures the maintenance revenue stream.
- » Deliver agreed service level support or higher to MapData Services' sales team related through provisioning of sales quotations and enquiries.
- » Deliver additional revenue to the business through closing marketing-led campaigns, performing outbound warm calling, generating sales leads, and upselling and cross-selling to existing clients.

Key success drivers

- » Business results
- » Client service
- » Team contribution
- » Professional practices

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.

Administration compliance

- » Creation of 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.
- » Understand and adhere to company policies and procedures.
- » Ad hoc administrative tasks for the office.

Personal requirements

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.

MapData Services' core values

MapData Services' core values will be an important part of your role as Client Sales Support Officer and will guide you in your internal and external relationships. These shared values influence: our professional ethics and practices; the way we work and interact with each other; the way we serve our clients; and how we engage our stakeholders.

What we are famous for

Doing more with maps and data than anyone thought possible.

Our core purpose

To be the team our clients trust to translate their big ideas into reality.

Our mission

To deliver intuitive business solutions that do more with maps and data than anyone thought possible.
To bring our experience, energy and agility to every client challenge.

MapData Services' value proposition is founded on four core pillars:

1. Impressive credentials, absolute integrity
2. Totally in tune with our clients
3. Experienced and enterprising
4. Creative business solutions.