

Phoenix Contact
Internal Sales & Technical Support

PXC PD 1.11

POSITION SPECIFICATIONS

Position Reports To	State/Regional Sales Manager
Direct/Indirect Reports	Not applicable
Financial and/or Other Delegation/s	As per Company Policy
Version	October 2024

SCOPE OF THE ROLE

The Phoenix Contact Internal Sales & Technical Support is responsible for providing an outstanding level of service to national customers and external sales representatives. This will include answering telephone calls and queries, providing advice and completing sales transactions to be despatched via the warehouse.

KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

PROFITABLE SALES:

- Assist customers with price & availability queries and provide technical assistance, where required.
- Prepare quotes for customers following company-pricing guidelines.
- Attempt to sell other company products (cross sell) when dealing with each customer that meet their needs.

CUSTOMER SERVICE:

- Answer incoming telephone calls to the branch in a prompt and courteous manner.
- Deal with customer inquiries courteously and efficiently both by telephone and face to face.
- Seek assistance from others where you cannot fully answer a customer's inquiry.
- Use product knowledge to answer customer queries or to respond to customer needs.
- Record and report customer inquiries and associated action in accordance with company procedures.
- Deal with customer complaints promptly and effectively. Involve other personnel at the branch or national level where appropriate.
- Ensure the customer and appropriate sales consultant is informed if there are any discrepancies in terms of delivery date.
- Handle customer service enquiries and liaise with the appropriate branch and/or staff to get these resolved.
- Assist in the preparation of quotations and proposals.
- Achieve and maintain business target KPI's.

SALES ADMINISTRATION:

- Mail product brochures and other promotional information to customers and potential customers.
- Maintain branch and showroom in a tidy and professional manner.
- Participate in all branch stock takes, as required.

ORDER PROCESSING:

- Follow up on delivery dates for products that cannot be supplied at time of order.
- Initiate transfer of stock from interstate warehouse when required to meet order requirements.
- Ensure correct details from customer have been received.
- Process all customer orders and documentation to ensure all equipment is delivered to meet the customer's expectations.
- Monitor open orders and back order reports.

COMMUNICATION:

- Actively participate in formal and informal communication to further the aims of the individual, the team and the company.
- Seek out information required to perform tasks effectively and efficiently and to better understand your job, the business and the environment in which we operate.
- Communicate with all other employees with respect and integrity.
- Attend regular team meetings/information sessions.
- Commit to listen and understand others, act on ideas and suggestions, share relevant and accurate information and provide timely feedback when required.

OCCUPATIONAL HEALTH AND SAFETY:

Contribute to the provision of a safe working environment by:

- Taking care to protect personal health and safety at work
- Not adversely affecting the health and safety of other employees
- Identifying and rectifying where possible, hazards in the workplace
- Complying with all reasonable instruction and safety using equipment provided
- Reporting any incidents or near misses which may occur
- Complying with all Phoenix Contact policies and procedures.

QUALITY/CONTINUOUS IMPROVEMENT:

- Actively support the requirements of Phoenix Contact Quality systems by maintaining Company documentation and procedures.
- Continually review work practice and recommend ways in which practice, systems and/or processes can be improved.
- Participate in activities that address improving performance and actively promote improvement.
- Improve both internal and external customer focus.

PRIVACY RESPONSIBILITIES:

- Any personal or sensitive information collected while performing your duties is to be used only for the purpose for which it was collected.

ENVIRONMENTAL SUSTAINABILITY AND MANAGEMENT

- Comply with relevant Australian Government environmental legislation, regulations and policies and other leading practice requirements to;
 - Consider sustainability issues in the planning and management of Phoenix Contact Ltd activities;
 - Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy water and natural resources; through both technical and staff-based initiatives
 - If applicable to your position or area of responsibility, set, meet and periodically review environmental objectives and targets;
 - Adhere to the principles of the *Environmental Policy*
 - If required, communicate the *Environmental Policy* and Environmental Management System to staff, contractors, suppliers, consultants and volunteers;
 - If required, provide environmental awareness and training to ensure staff throughout Phoenix Contact are aware of their environmental roles and responsibilities;
- Play a role in striving for continual improvement of environmental performance through the monitoring of our achievements on a regular basis and reporting to relevant stakeholders.

PHOENIX CONTACT CODE OF CONDUCT

- Adhere to the principles outlined in the Phoenix Contact Group Code of Conduct.
- Consider the code of conduct in the planning and management of Phoenix Contact Ltd activities by:
 - Making decisions and conducting activities within established guidelines.
 - Demonstrate respect, fairness, and integrity as the foundation of all your daily interactions.
 - Adhering to occupational health and safety requirements as per relevant Australian Government legislation.
 - Safeguarding the personal data entrusted to you by others.
 - Respecting and maintaining the integrity of fair competition.
 - Avoiding any conflicts of interest between private and business interests.
 - Exercising diligence when handling relevant information, expertise, and intellectual property belonging to Phoenix Contact and third parties, while implementing appropriate protective measures.
- If required, communicate the *Phoenix Contact Group Code of Conduct* to staff, contractors, suppliers, consultants, and volunteers.

SUMMARY OF KNOWLEDGE, SKILLS AND COMPETENCIES REQUIRED

KNOWLEDGE, QUALIFICATIONS AND/OR EXPERIENCE:

- 3+yrs internal sales/customer support experience.
- Technical product knowledge.
- Microsoft Office and SAP experience.
- Electrical engineering or trade qualifications advantageous

SKILLS AND COMPETENCE:

- Customer service & Results orientation
- Teamwork and co-operation, Flexibility

- Attention to detail, Computer literate
- Numerical skills to accurately count, receive and issue stock
- Initiative and work application, Professional approach
- High level of verbal communication

EMPLOYEE ACKNOWLEDGEMENT:

Incumbents Name	
Signature	
Date:	
Manager's Name	
Signature	
Date:	