



## Appendix B – Position Description

### Sales Support Position Description

**Position Title:** Sales Support

**Reports to:** National Sales Manager

**Department:** Business Development

**Location:** Refer Appendix A

**Date:** March 2025

#### Company Profile

##### Our way is to Find a Way

Booth's is a nationwide logistics company differentiated by our innate way of identifying people's needs and delivering on them.

Maybe it's our experience, maybe it's our upbringing. We like to think that finding a way is just a natural part of who we are. If customers have challenging requests, we'll throw everything at it. When we just think that the team might need it, we'll throw on the barbie.

It's this sixth sense that's our not-so-secret secret to how we roll.

Our 'can do will do' attitude is as much for our people, as it is for our customers. This natural way of being that's in our DNA feeds a culture of thinking outside the box, empowering each other to make decisions and following through on what we say we're going to do.

This ability to see a need and deliver on it offers growth and opportunity for our people. If we can help every person feel valued by listening to their needs and finding a way, then we can help everyone reach their somewhere by being their somehow.

#### Purpose

The Sales Support Specialist will assist the sales team in managing customer relationships, processing orders, and coordinating logistics solutions. This role involves close collaboration with both internal teams and external customers to ensure the smooth execution of sales operations and efficient logistics services. The position requires strong organisational skills, attention to detail, and excellent communication abilities.

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**Key Responsibilities and Duties**

**1. Sales Support & Coordination:**

- Assist sales representatives by preparing quotes, proposals, and presentations.
- Handle incoming customer inquiries and ensure timely follow-up.
- Process customer orders, verify accuracy, and ensure timely entry into the system.
- Track and manage sales leads through the CRM system.

**2. Logistics Coordination:**

- Collaborate with the operations and logistics teams to arrange transportation, shipping, and delivery schedules.
- Monitor shipment progress and communicate updates to clients and the sales team.
- Resolve any issues related to shipments, delays, or discrepancies.

**3. Customer Relationship Management:**

- Build and maintain strong relationships with customers, addressing their needs and concerns promptly.
- Coordinate with account managers to ensure seamless service and issue resolution.
- Keep clients informed about order status, delivery schedules, and any potential issues.

**4. Administrative Support:**

- Maintain accurate records of customer accounts, contracts, and transaction history.
- Assist with the preparation and organization of sales meetings and presentations.

**5. Collaboration & Communication:**

- Act as a liaison between sales, operations, and customer service teams.
- Communicate effectively with internal teams to ensure alignment on logistics solutions and customer expectations.
- Support the implementation of process improvements in sales and logistics operations.

**General Responsibilities**

All Booth's Transport employees are expected to take responsibility for:

**Health and Safety**

- Comply with and promote the Company's Health, Safety and compliance requirements
- Ensure that no action or inaction on our part while at work harms any other employee, customer, or member of the public.
- To follow the safe working practices set out in the Booth's Health and Safety Manual (or its revised equivalent) and relevant policies.

**Compliance**

- Comply with all relevant legislation by utilising tools and equipment in place appropriately to support compliant behaviours

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<ul style="list-style-type: none"> <li>Understand the chain of responsibility and your role within that chain, ensuring that your behaviours are of a standard that does not influence or breach the rules or laws</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Be a constructive team member by promoting and actively participating in meetings and providing effective advice, support and encouragement to staff.</li> <li>Share information, ideas and resources with others</li> <li>Behave in a way that supports Booth's Transport brand and values.</li> </ul> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>Training and helping team members develop their skills</li> <li>Positively influence others to perform their jobs to the best of their ability</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Help promote and maintain a positive company image</li> <li>Consistently providing high quality service to customers and suppliers</li> <li>Deal efficiently and effectively with queries and correspondence from both internal and external customers/suppliers</li> <li>Manage customer complaints in a professional manner and escalate when deemed necessary to the General Manager</li> </ul>
<p><b>Key Relationships</b></p>
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Wider Sales and Development Team</li> <li>Frontline managers</li> <li>Operations Teams (planners and warehouse administrators)</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Customers</li> </ul>
<p><b>Qualifications/Experience</b></p>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Relevant tertiary qualification in business, logistics and supply chain or related field (preferred, but not essential)</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>1-3 years of experience in sales support, customer service or logistics</li> <li>Strong organisational and multitasking abilities</li> <li>Excellent written and verbal communication skills</li> <li>Knowledge of logistics, supply chain management, and freight services is an advantage</li> <li>Ability to work in a fast-paced environment and meet deadlines</li> </ul>