



Want To Excel? Join Our Team

We Need An Experienced Customer Service & Sales Professional

4 Days Tuesday to Friday - 32 hrs Perm Part-Time

\$25/hr + Super + Hols + Incentives

CAN YOU DEMONSTRATE THE FOLLOWING SKILLS

Achievement of sales targets.

Aims to delight customers, above & beyond the call of duty.

Providing a professional and excellent level of customer service with existing and new customers

Generate sales opportunities by identifying and contacting appropriate business targets.

Absolutely attentive to detail in record keeping.

Proactively handle customer issues and their resolution.

Who Are AOK?

With over 16 Years experience AOK Health Pty Ltd is an internationally recognized supplier of high quality products and education in the fields of rehabilitation, exercise and fitness.

AOK was won many business awards - especially in Export - and has a reputation for business excellence. Work with an industry leading Company.

Bradley Wilson the MD has been a Director of the Hunter Business Chamber for over 8 years and sits on a number of Boards including Gradschool, an entity of the University of Newcastle. You too can be part of this dynamic team.

Your Role!

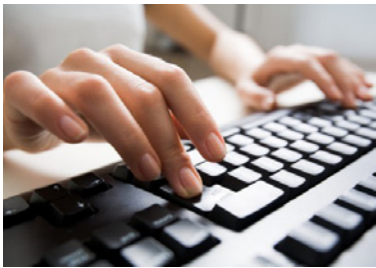
As a Sales & Customer Service team member you will assist customers by taking orders, providing accurate product information, making follow-up calls addressing questions/concerns in a helpful and professional manner.

This position deals front line with customers and must always represent the company and our customer service philosophy with the utmost integrity.

You will be required to contact past & existing customers to understand how AOK may address their needs.



What Can You Bring To This Role?



Accuracy Essential



Patience A Must

What We Are Looking For

As a Sales & Customer Service staff member who:

- can grow sales of AOK products
- is prepared to learn about the benefits of our product range
- wants to delight customers, above & beyond the call of duty
- is able to communicate clearly, in writing and in speech
- talks in a way the customer can understand
- works accurately and with an eye for detail
- has a pleasant, friendly style
- is willing to build a long-term relationship with the customer
- is able to work in the best interests of both customer and company

What Can You Offer?

- The ability to function in a team atmosphere, appreciate goals, demonstrate organizational and time management skills and a make-it-happen attitude is essential in this position.
- A minimum of 2 years Experience in sales in a corporate environment.
- Experience in customer service or telemarketing, with excellent phone and computer skills – including familiarity with Windows operating systems.
- Ability to build strong sales relationships, via telephone & email, with a large & diverse customer base.
- Ability to accurately maintain computer based customer records and histories.
- Ability to deal with professional customers in our showroom – sales and product demonstration.
- Experience with contact management software, such as ACT or Goldmine, would be highly regarded.
- Knowledge, qualifications or experience in the Fitness, Rehabilitation, or Sport Sciences industries – and related Rehabilitation and/or Fitness products would be an advantage.
- Ability to lift and carry equipment with a demonstrated understanding of OH&S. You will be required to assist in the preparation of customer orders.

Where Would You Be Working?

This position is based at the AOK Health Head Office located at 52 The Avenue Wickham - a short stroll from Newcastle Harbour and a short drive from the best ocean baths in the world..



Wages & Conditions

Here are the basics of the position:

- \$25 per hour – plus Super and prorata leave.
- Incentive based commissions payable after the probation period (6 months)
- Other conditions Clerks—Private Sector Award 2010.
- 4 days per week (32 hours per week, Tuesday to Friday, preferably 8.30am – 5pm, with 30 min lunch break.
- Discounts on AOK products for personal use.

Who To Contact?

Email your resume to:

michele.oshan@aokhealth.com

It should have a cover letter that highlights how you would be great for this position & reference: **Customer Service Champion**

When To Contact?

The closing date is:

20th January, 2012