



## Job Description

### Name:

**Position Title:** Account Executive

**Reports to:** Chief Economist & Sales Manager

### Position Summary

The Account Executive's role is responsible for sales, general client services as well as providing both operational and business development support to their direct line manager, as well as the CEO and the Global General Manager

### Qualifications

The role is suitable for a person who has experience in either client service, or a background in the financial services/ precious metals industry. Sales experience would be well regarded, though this is not a pre-requisite.

### Principle Accountabilities

The role is responsible for assisting clients in purchasing, selling and storing precious metals & jewellery where relevant. Day to day tasks include;

### Remuneration

**Base Salary Guide: ..... (inclusive of superannuation). Remuneration dependent on experience.**

### Duties

The role is responsible for assisting clients in purchasing, selling and storing precious metals & jewellery where relevant. Day to day tasks include;

- Assisting clients with day to day trading (buying/selling), storage and dispatch of precious metals, both over the phone and in our showroom
- Greeting and managing clients in/out of concierge and showroom, ensuring all clients (when able) are afforded privacy in consultation rooms;
- Account maintenance for all clients and record keeping in Filemaker
- Seeking further information from prospective clients for sales opportunities
- Engaging in tasks and projects to support ABC Bullion and Pallion business development objectives
- Promote ABC Bullion services (allocated storage, private vaulting, the ABC Bullion Gold Saver, Superannuation solutions) where relevant to existing and new customers
- Answer all enquiries on the telephone and Freshdesk
- Keeping up to date with current legislation and market developments;
- Maintaining a clean and tidy workstation at all times including the kitchen area.
- Ensuring written communication is prepared in accordance with company expectations
- Attend in dispatch and cashroom
- Attend to stocktake of the showroom and cashroom when required and instructed.
- Attend all meetings as requested
- Contribute to meetings and the continuous improvement of internal processes.

### Compliance

- To comply with all instructions, procedures and processes of the business as required under AUSTRAC
- To comply with the AML/ATF law, all rules issued by AUSTRAC and the Common law

in respect to the precious metals industry.

- To comply with ABC Bullion and Pallion Procedures and Policy.

**Core Competencies**

- The ability to communicate clearly and effectively, both verbally and written. Client service skills need to be particularly strong.
- The ability to develop good relationships with clients, fellow staff members and other professionals.
- The ability to type and apply strong skills in Microsoft Word, Excel, email on Mac.
- Able to work under pressure and meet timelines.
- Able to contribute positively and collaboratively to the team environment.

**END**