



Job Description

Name:

Position Title:

Sales Executive

Reports to:

Chief Economist & Sales Manager

Position Summary

The Sales Executive role is responsible for sales, lead generation and business development for ABC Bullion. The role also includes general client service duties as well as providing both operational 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 sales experience, preferably including outbound business development. A background or interest in the financial services and precious metals industry would be well regarded, though this is not a pre-requisite.

Principle Accountabilities

The role is responsible for helping grow sales for ABC Bullions retail business – including direct physical metal sales, superannuation solutions, vaulting, and the ABC Bullion Gold Saver. Day to day tasks include;

Remuneration

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

Duties

- Outbound sales calls to ABC Bullion database including welcome calls, follow up calls etc
- Promote ABC Bullion services (allocated storage, private vaulting, the ABC Bullion Gold Saver, Superannuation solutions) where relevant to existing and new customers
- Engaging in tasks and projects to support ABC Bullion and Pallion business development objectives
- Assisting clients with day to day trading (buying/selling), storage and dispatch of precious metals, both over the phone and in our showroom
- Account maintenance for all clients and record keeping in Filemaker
- Answer 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

- Comfort with outbound sales and calling warm leads
- Ability to build rapport with clients easily - and direct clients along a multitude of sales channels
- 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