

Job Description

20 May 26



Sales Coordinator, Culture & Language Sales, Parental Leave Cover

Reports to: Group Sales Manager SBS Audio Sales

Created by: National Manager Audio Sales

SBS Values, Vision and Purpose

The Sales Coordinator is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Division Purpose – SBS Media

Our Vision: *We are the most loved and trusted media team, inspired by diversity to create extraordinary experiences.*

Our Purpose: *Giving a voice to brands in our diverse world.*

Role Purpose

The Culture & Language Sales team Coordinator is responsible for assisting the Audio Sales and In Language Production Sales Team achieve and contribute to the National Sales Strategy and Business unit Plan to achieve our overall Sales target, That reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices.



Main Responsibilities

Sales Support

1. Provide sales support to Sales Executives across Audio Sales and In Language Production Sales and the general sales team when required including:
 - Providing premium customer service to clients and agencies
 - Demonstrated ability to juggle competing priorities within a proactive busy team working with complex client portfolio's and campaigns
 - Assist sales executives/managers to prepare sales proposals and quotations
 - Maintain & retrieve information on client databases and CRM information
 - Attend sales meetings with Sales Executives and client meetings as required
 - Obtain key number and material instructions from agencies and clients and forward to the Scheduling team.
 - Liaise with Cultural Connect studio team to brief in production work
 - On occasion, work after hours until a job is complete should the project be time sensitive
2. Create sales proposals for Audio, In Language Production, TV and Digital with support programming/research/inventory information.
3. Process Audio, In Language Production, TV and Online sales bookings via IBMS, Adbook, Audioserve and FileMaker.
4. Check availabilities and/or booking confirmations, and liaise with clients, advertising agencies, internal teams, regarding bookings and pre/post times, and maintain appropriate files/records.
5. Responsible for developing basic media schedules, responding to client briefs in consultation with Sales Executive, briefing in Audio Production and liaising with the broader SBS Media team.

Minimum requirements of the role

SBS

- As an SBS Team Member demonstrate a positive and enthusiastic understanding of SBS's Purpose and Values and a commitment to a safe, secure and diverse workplace.
- Degree qualified in Media or similar
- Experience working in customer sales facing environment
- Demonstrate an understanding and alignment with SBS's values and including an ability to contribute to a positive culture.
- Demonstrate an understanding of Australia's Multicultural Communities
- Being a positive representative or advocate for SBS;
- Constructive and appropriate interaction with others;
- Adopting a can do/will do approach; and
- Displaying a commitment to the team including OH&S, diversity and team work goals.

Customer Service

- Well-developed written, numerical and verbal communication skills, strong interpersonal skills, with a polite yet confident demeanour.
- Well-developed customer service skills, with experience working in client or customer facing role.
- The ability to uphold these customer service skills in a demanding deadline driven environment.

Organisational Skills

- Demonstrated ability to balance competing priorities to meet set targets/outcomes.



- Proficiency in using Microsoft Office Suite to prepare general correspondence, sales presentations, reports and spreadsheets.

Key relationships with other roles and external stakeholders

- Clients and Agencies
- Internal Staff

Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> • Displays a genuine intention to work co-operatively with others • Offers to help others achieve common goals • Makes an effort to understand the goals of others • Shares all relevant or useful information
<u>Innovation</u>	Self	<ul style="list-style-type: none"> • Generates original solutions to problems • Contributes to creative thinking and ideas • Makes suggestions to refine current processes and procedures to create optimum efficiency • Participates in the implementation of new processes and procedures that improve current performance
<u>Learning Orientation</u>	Self	<ul style="list-style-type: none"> • Takes part in organised learning and development opportunities • Recognises ideas that are similar to their own • Readily assimilates new information • Benefits from information and structured approaches to learning • Learns affectively from own experiences, both positive and negative • Seeks feedback on own performance
<u>Relationship Building</u>	Self	<ul style="list-style-type: none"> • Establishes a connection with others • Builds friendly, warm relationships that are mutually beneficial • Maintains ongoing relationships that are mutually beneficial • Shares relevant information with others • Recognises the value of building and maintaining relationships • Helps others achieve common goals • Openly communicates with others
<u>Results Focus</u>	Self	<ul style="list-style-type: none"> • Drives to meet objectives and standards • Identifies alternative possibilities when faced with obstacles • Stays focused on tasks that require considerable effort • Completes tasks within designated timeframe despite obstacles • Perseveres with routine and repetitive tasks without sacrificing quality or excellence



Workplace Health & Safety

- In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)
- Comply with Work Health and Safety Regulations and responsibilities
- Ensure employees and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices