

Job Description

3 July 26



Media Sales Coordinator SBS Media

Reports to: Group Sales Manager and Sales Executive

Direct reports to this position: N/A

Created by: Group Sales Manager

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 Sales Coordinator is responsible for assisting the Sales Team achieve and contribute to the National Sales Strategy and Plan in order 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. Create sales schedules for TV, Radio and Digital with support programming/research/inventory information.
2. Process TV and Online sales bookings via PILAT and AdBook, check availabilities and/or booking confirmations, and liaise with clients and government departments regarding bookings and pre/post times, and maintain appropriate files/records.
3. Responsible for checking and reserving digital inventory, creating digital insertion orders, developing basic media schedules, responding to client briefs in consultation with Sales Executive, online campaign reporting and sourcing online creative
4. Provide sales support to Sales Executives and the general sales team when required including:
 - Providing premium customer service to clients and agencies
 - Generating leads (inbound or outbound)
 - Identify top-up opportunities within the advertising schedules
 - Preparing sales proposals, presentations and "leave-behind" documents for clients
 - Preparing weekly revenue reports and filler reports
 - Retrieve information from media databases as required
 - Maintain client databases and CRM information
 - Attend client meetings with Sales Executives as required
 - On occasion, work after hours until a job is complete should the project be time sensitive

Administration

- Provide administrative support to the sales team, ensuring records of all correspondence with clients are created and maintained.

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.
- Demonstrate an understanding and alignment with SBS's values and including an ability to contribute to a positive culture through:
 - 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 and verbal communication skills, strong interpersonal skills, with a polite yet confident demeanour.
- Well-developed customer service skills, with the ability to uphold these 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

Special Broadcasting Service

14 Herbert Street, Artarmon NSW 2064 Australia sbs.com.au
Tel: +61 2 9430 2828

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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)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors 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