



Sales Support Specialist

JOIN OUR TEAM AS SALES SUPPORT SPECIALIST!

Are you a resilient sales professional who thrives on identifying opportunities, building client relationships, and going the extra mile to ensure customer satisfaction? If you're a motivated, experienced sales support specialist with a proven track record in customer service, cross-selling, and outbound sales, we want to hear from you!

In this role, you will:

Sales Support:

- + Build and maintain professional relationships with clients, channeling feedback into the CRM system to support the sales team growth in sales.
- + Engage in consultative conversation to explore opportunities to increase order value.
- + Explore opportunities to upsell and cross-sell customers on more products and services to maximize revenue.
- + Provide basic advice and technical knowledge to customers.
- + Provide exceptional sales support to the sales team
- + Interact with customers to learn about their needs and make suitable products or recommendations.
- + Work together with the sales team to create and carry out effective sales strategies.
- + Liaise with the warehouse team, including staff from different branches, on any specific order details which need clarification.
- + Update customers as promptly as possible if there is a change where the company cannot meet the previously agreed service metrics.



Customer Service

- + Work as a team to promptly handle all customer inbound communication through calls, emails, and face-to-face.
- + Process confirmed customer orders to the warehouse for dispatching, which may include seeking customer clarification to ensure accurate service is maintained.
- + Ensure interactions with service providers are professional and that communication ensures updates and knowledge is obtained to ensure customers receive delivery as agreed. Elevate delays and or disruptions to the Operations Manager.
- + Respond actively to all customer communication, elevating customer issues to Operations Manager where needed to achieve the best outcome for the clients and Milsons.
- + Provide backup to the Warehouse team as and when required.

What you bring:

- + Experience in a similar role, ideally in a similar industry.
- + Outbound sales experience with a demonstrated ability to handle cross-selling and upselling effectively.
- + Your sales grit and resilience with motivation to drive growth.
- + Proven customer service expertise, with an ability to listen, understand, and respond to customer needs.
- + Strong communication and interpersonal skills, with experience building lasting client relationships.
- + Organisational skills and attention to detail, with proficiency in CRM software and sales tools.
- + A collaborative mindset with the ability to work independently and as part of a close-knit team.
- + A positive attitude, and a good sense of humor.

Why Join Us?

As a fourth-generation family business, we've built a legacy grounded in integrity, community, and continuous growth. Our team combines the stability of tradition with a drive for innovation, making this an exciting place for career growth and development.

If you are passionate about sales, customer support, and achieving success with a team that values hard work and good laughs, we'd love to hear from you!