

# Sales Support

## **JOIN OUR TEAM AS A SALES & CUSTOMER SUPPORT SPECIALIST**

Are you a people-first professional with strong commercial instincts and a drive to deliver results? We're on the lookout for a Sales & Customer Support Specialist who thrives in a fast-paced, collaborative environment and brings excellence, initiative, and a great attitude to everything they do. You will join the team in our Palmerston North office.

In this role you will:

### **Sales Support – Fuel Business Growth**

- Support targeted sales campaigns and initiatives that drive results.
- Assist our sales reps by tracking down products, keying orders, and ensuring follow-through.
- Build meaningful relationships with clients - listen, understand, and respond to their needs.
- Keep our CRM up to date with valuable customer feedback and insights.
- Engage in consultative conversations and recommend the right products.
- Identify upselling and cross-sell opportunities to maximize order value.
- Proactively reach out to customers via phone - share new products and highlight current promotions.
- Sniff out potential customers from inbound calls - spot opportunities with those not yet a customer.
- Work closely with the sales team on strategy, execution, and order support.
- Maintain accurate records and sales data to support operational clarity.
- Suggest and implement process improvements to help optimize efficiency.
- Collaborate with the warehouse and branch teams to coordinate accurate and timely order fulfillment.
- Keep customers informed of any changes to delivery expectations with professionalism.

### **Customer Service – Be the Advocate They Remember**

- Respond to customer inquiries via phone, email, or in person with professionalism and care.



- Process customer orders with accuracy and follow up where clarification is needed.
- Liaise with service providers to ensure smooth, timely deliveries.
- Resolve issues quickly and escalate where necessary to achieve the best outcome.
- Provide occasional support to the warehouse team to keep operations flowing.

### **What You'll Bring to the Table**

- 2 years' experience in sales and customer/client service roles (essential).
- Background in a product-based company.
- Strong communication and relationship-building skills.
- Proficiency with CRMs, WMS, and MS Office (essential).
- Commercial acumen and a proactive, customer-first mindset.
- Ability to multitask, stay organised, and prioritise effectively.
- A collaborative, team-oriented attitude with a solutions-focused approach.

### **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.

Join a culture of customer-centricity. Our Net Promoter Scores (NPS) is a whopping 87% is higher than the current industry standard and is a testament to our commitment to delivering outstanding service and building long-lasting relationships with our clients.

If you are passionate about sales, then come join a team that values hard work and has some good laughs, we'd love to hear from you!

