



## Account Manager – Mining and Industrial Services

Irrigation Tasmania is a well-known fluid transfer business, supplying goods and services across Tasmania. We pride ourselves on our exceptional customer service and the ability to meet the requirements of our customers in Mining, Industrial, Aquaculture, Municipal, Civil, Agricultural and other associated industries – both locally and interstate.

We are looking for a dynamic and energetic person to help us continue to provide a quality service to our clients and to assist with continued business growth. This is a full-time position, with an immediate start.

The focus of this position as Account Manager – Mining and Industrial Services, will be to manage key account customers and to promote and increase sales across Mining and Industrial customers throughout Tasmania.

This position allows the use of a fully maintained company vehicle as part of remuneration.

As each day is different, the successful applicant will be required to provide long-term dedication to this role due to the ever-changing cycle of the year. Depending on what is required you will need to be able to work in a team as easily as working autonomously. This position offers the right person an opportunity to join a dynamic team and achieve personal growth.

<b>REPORTS TO</b>	Manager – Mining and Industrial Services
<b>SUPERVISES</b>	N/A
<b>MAIN OBJECTIVES</b>	Maintain, promote and increase sales across Mining, Industrial and Municipal customers  Manage internal sales to Mining, Industrial and Municipal customers  Provide high level customer service and support to key accounts across Tasmania

### Primary requirements for this role include:

- Positive Attitude.
- Someone who is focused on delivering exceptional customer service
- Site inspections, design, advice and estimating for customer and project enquiries
- Knowledge and/or previous experience in the Mining, Industrial and Municipal industry
- Experience in fluid transfer equipment, pumps, pipe work and associated infrastructure and systems, would be an advantage
- Excellent organisational and time management skills with an eye for detail



- The ability to multi-task – proactively keeping clients, management and staff members informed of progress
- Inspect with field service staff new installations prior to commencement
- Supervision of sub-contractors
- Report to appropriate managers on progress of projects, noting whether project is on schedule and budget
- Supply documentation for the client when job is completed. Such documentation to include, but is not limited to, as installed drawings, plans, photographs, files, quality assurance documentation.
- Ability to understand and interpret plans and drawings
- Liaise with Mining & Industrial Manager on new Project installation
- Commissioning of projects and the signing off with clients, including resolving any outstanding issues prior to commissioning
- Pride in appearance
- A strong work ethic, and can take the initiative and work independently when required
- Exceptional communication skills and telephone manner
- Demonstrated experience and proficiency in Microsoft word, excel, internet, and email
- Manual handling
- Sales and project quoting, in conjunction with Mining and Industrial Manager
- Processing and invoicing of customer orders
- Business development of the Mining and Industrial Services division, particularly: Mining, Industrial, Municipal, Aquaculture and Hire Equipment
- Promoting safe working practices and ensuring that all OH&S standards and policies are met at all times
- Mechanical background or engineering experience would be highly regarded

## **FUNCTIONS AND**

### **RESPONSIBILITIES**

- Sales and support of fluid transfer equipment, products and services to MIS customers across Tasmania
- Providing technical assistance to customers
- Manage day to day internal sales operations for MIS division
- Provide high level customer support across Tasmania, in particular key account customers
- Site inspections, design, advice and estimating for customer and project enquiries
- Implement strategies to increase sales into Mining, Industrial and Municipal markets
- Maintain and increase sales over the above areas, including the development of new markets, products and services
- State wide travel to represent Irrigation Tasmania to customers, end users, specifiers and designers
- Contribute to the development of marketing and promotional materials
- Attending to customers' needs in person in an approachable and personable manner
- Responding to customer's enquiries and needs by phone, fax or email in a prompt and efficient manner



- Maintain positive attitude and be able to work autonomously when required, with good time management skills
- Processing and invoicing of customer orders

#### **BENCHMARKS**

- Achieve agreed sales budgets
- Achieve agreed sales growth
- Prompt attention to customer and field staff enquiries
- Compliance with policy and established procedures
- Promote safety and compliance
- Monthly reporting on quotes, sales and customer contact

This position allows the use of a fully maintained company vehicle as part of remuneration.

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**NB: Offers of employment are subject to a Police Check and Medical Assessment.**

To apply, simply email your resume to [johnrobotham@irrigationtas.com.au](mailto:johnrobotham@irrigationtas.com.au)

Applications close 13 October 2017