



Job Description

Office Manager/ Sales - Dandenong

The Dandenong Office Manager / Sales, will be responsible for both assisting in the day to day administration and organisation of the Dandenong store, sales, and to assist the General Manager in Head Office duties. You will be answerable to both the Area Manager and the General Manager for your respective duties.

These responsibilities shall include (but not be limited to):

Sales Duties

1. Reception: Answering phone as first point of contact and referring to appropriate department.
2. Sales: Initial contact with walk in customers, including conducting in-store showroom sales demonstrations when required; External sales demonstrations when required, including loading and unloading scooters into demonstration van.
3. Liaising with Service, Sales and despatch staff
4. Customer service, including handling enquiries and complaints, when required

Administration Duties

1. Databasing – maintaining and expanding the data base for the retail operation.
2. Dealer / Store Liaison – dealing with store manager enquiries, including helping to solve problems, referring them to the appropriate people / departments.
3. Tracking freight – ensuring that any freight that does not arrive in a timely manner is tracked and arrives at its destination, and that managers are kept informed of any freight issues.
4. Service scheduling for service department
5. Liaising with Suppliers and ordering – including checking on availability of product and pricing, ordering, and ensuring product is dispatched.
6. Keeping records – ensuring that all paperwork associated with the position is completed accurately and filed in a timely manner, including checking and filing of store manager's weekly and monthly returns, checking on supplier invoices for accuracy (including freight and phone invoices), mapping phone use by stores, and any other recording that is required from time to time.
7. Assisting with stocktaking

8. Ensuring all office supplies are in stock, well organised and in working order
9. Composing letters and correspondence when required.
10. General administration and office management.

Scooters Australia staff receive a formal induction to the Company and to their roles. Expectations of employee behaviour including policies on smoke-free work practices, confidentiality, intellectual property, recycling and health and safety are detailed in the employee handbook, Guide to our Business provided on induction.