

ATTN 3RD & 4TH YEAR STUDENTS!



Customer Service Representative – Casual Position

OneSteel is seeking a **student in their 3rd or 4th year of study** for a customer service role which will be based at Cavan in Adelaide. The position is casual (potentially still 38 hours per week), with a possible opportunity to move up into a full time position with potential advancement into their estimating/scheduling and project co-ordination roles.

Please refer to the attached position description for further information on the role.

How to apply:

Send a copy of your current CV and a professional cover letter to Adam Connor by **close of business, Friday 4 August, 2017** - adam.connor@onesteel.com.

For any questions regarding this position please contact Adam Connor from OneSteel.

Adam Connor
Sales Manager - SA

OneSteel Reinforcing

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EMPLOYEE POSITION DESCRIPTION

POSITION TITLE: **Customer Service Representative**

NAME: **Brenda Lucarelli**

REPORTING TO: **Housing Manager - VIC**

POSITION SYNOPSIS: This position is responsible for:

- Managing and coordinating customer enquiries.
- Providing product and service's information.
- The coordination of Customer deliveries.
- Ensuring standards, policies and procedures are maintained in accordance with Company guidelines.
- Developing potential new business opportunities.
- Contributing to the ongoing development and implementation of the Southern Region Sales and Marketing strategies.

POSITION DUTIES:

- Coordination of customer enquiries, for products and services offered by OneSteel Reinforcing.
- Continual development in the understanding and application of the products and services supplied by the business.
- Responsible for accurate and timely sales data entry.
- Coordination of customer pricing levels in conjunction with Branch Manager.
- Administration of stock control systems.
- Administration of branch system maintenance procedures including banking.
- Administration of branch credit control and debtor follow-up as applicable.
- Maintain strong relationships with all clients.
- Maintain clear and open lines of communication with branch personnel and Site Manager.
- Investigation, preparation and coordination of Customer Complaints (CCR system).
- Development of new business accounts through solicited leads and market networking.
- Preparation and submission of pricing quotations for proposed projects in consultation with the Branch Manager.
- Representation of OneSteel Reinforcing at industry functions with the ability to promote OneSteel in a professional manner.
- Actively participate in the Key action as identified in Branch Business Plan.

PERFORMANCE STANDARDS:

- **Interpersonal Skills:**
Develop strong working relationships with Branch team and extended Branch networks.
- **Superior Service Standards:**
Demonstrate the ability to develop business relationships with both existing and potential customers to ensure customer "needs" are met.
- **Business Systems:**
Proficient use of Company's financial, production and sales systems.
- **Strategy Implementation:**
Actively participate in Key actions as set out in Branch Business plan.
- **Business Acumen:**
Awareness of business targets as set in Branch plan and Budget.
- **Decision Making:**
Will act in the role with the consciousness of "if it was my business I would handle this "issue".

EMPLOYEE POSITION DESCRIPTION

AUTHORITY LEVEL:

- **Negotiation of pricing:**
To minimum pricing levels as set by Branch Manager.
- **Non standard delivery:**
As directed by Branch Manager.
- **Credits:**
As defined in Company levels of authority.

SAFETY RESPONSIBILITIES:

- Adherence to the OneSteel Occupational Health & Safety Policy.
- Adherence to Company Minimum OH&S Standards, safety procedures and programmes.
- Maintain good housekeeping practices.
- Participation in safety improvement processes (meetings, audits, inspections etc).
- Report all accidents/incidents/hazards through the specified channels as soon as they become known.
- Participate in the accident/incident investigation process.

ENVIRONMENTAL RESPONSIBILITIES:

- Adherence to the OneSteel Environmental Policy
- Take appropriate and responsible action to halt or minimise the effects of any environmental damage that may occur.
- Report all incidents or hazards through the specified channels as soon as they become known.

QUALITY RESPONSIBILITIES:

- Meet the requirements of Quality Assurance as detailed in procedures.
- Fully participate in the business improvement program.

AUTHORITY:

- The authority to undertake position duties as listed above.
- To stop the production and/or despatch of nonconforming products
- Initiate safer work practices.

**DELEGATION:
(when absent)
POSITIONS
REQUIREMENTS:
(Skills / Training)**

- As determined by consultation with Housing Manager - VIC
- Knowledge of OneSteel Reinforcing products and services
- Ability to work in a team environment
- Experience in sales data entry
- Customer focused, self-motivated with the ability to work unsupervised
- Ability to develop and maintain excellent client relationships
- Awareness of legislative responsibilities in regard to: Trade Practices, OH&S, Environment, Anti discrimination, EEO and Harassment

Employee	Housing Manager – VIC	Regional Manager – Southern Region
Date	Date	Date
Date of Review	Date of Review	Date of Review