



## **Position Description:**

### **Sales Administrator**

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<b>Location</b>	Cheltenham, Victoria
<b>Role type</b>	Full time or FTE 0.8 by negotiation; 6 months probationary; salary \$65,000 per annum (plus superannuation)

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#### **About us**

Encore Music Distributors is Australia's largest distributor of print music and is wholly owned by the Australian Music Examinations Board, which is the country's leading publisher of print music and deliverer of Encore Music serves all major Australian and New Zealand-based music retailers, providing access to all major music publications from the world's best known music publishers, as well as prominent lines of musical instruments, accessories and music stands. As of January 2025, Encore Music operates from a distribution centre in Cheltenham, Melbourne and is focused on providing the exceptional service and customer experience to its growing customer base. Primarily focused on education, Encore Music distributes a variety of well-known Australian and international publishers in both exclusive and non-exclusive agreements, including the three major international catalogues from Kjos Music, Hal Leonard, and Alfred Music. Encore also provides exclusive access to Yamaha Music accessories, Manhasset Music stands and Flight Ukeleles. The growing business is seeking an experienced Sales Administrator to support the sales team and to ensure customers receive exceptional service and care.

#### **About the role**

The Sales Administrator is a customer-facing role and is responsible for handling most of the day-to-day administration and communication with customers. Processing orders, providing delivery updates and communicating with customers about backorders, new products, promotions and special offers is a key responsibility for this role.

The position will also ensure that sales processes are reviewed and improved as required in order to achieve continuous improvement, sales growth and customer satisfaction. The Sales Administrator will work closely with other sales and distribution staff to implement sales strategies and will be responsible for ensuring that customer service and administration functions are supporting the overall sales objectives.

The successful candidate will work from the Cheltenham warehouse but may be required to work from other local or interstate locations from time-to-time. The successful candidate may also be required to apply for and hold a valid Working with Children Check.

## Reporting Arrangements

The Sales Administrator reports to the Chief Operating Officer.

## What you'll do

- First point of contact for sales enquiries and customer calls, emails and messages.
- Answer customer calls and provide timely and efficient service on matters relating to stock availability, pricing, backorders and stock delivery.
- Ensure all customer orders are processed in a timely manner and that customers are made aware of delivery schedules for backordered items.
- Contribute to maximising efficiency, accuracy and productivity in all sales systems and processes.
- Monitor sales and margins and contribute to the development of sales initiatives as required in order to ensure sales targets are met.
- Provide support across the sales team to ensure exceptional customer service and customer satisfaction across all channels.
- Monitor sales systems and communication channels for errors and immediately report issues through to the relevant person.
- Contribute to the planning for sales events, special offers, tours, conferences and events.
- Review administrative systems and provide advice that will lead to a continuous improvement of sales and administrative systems.
- Contribute to warehouse operations as required, including picking and packing orders, receiving stock, handling phone enquiries and general warehouse tasks.

## What you'll bring to the role

- Experience in sales, administration and customer services processes and creating solutions to improve results.
- Experience using online systems related to sales and customer service. Experience with e-commerce platforms and systems is highly desirable.
- Knowledge of music and music-specific terminology
- Experience in stock procurement, ordering procedures and stock management
- Outstanding time management skills and attention to detail
- Strong communication, customer service and people skills
- Proficiency in Mac or PC systems and MS Office suite, and confidence to quickly learn new or bespoke programs.
- Excellent organisational and project management skills and a knack for problem-solving.
- High level of professionalism.
- Attention to detail.
- Curiosity, creativity and appetite for learning.

## **Our culture and work environment**

We're proud to offer a workplace that fosters continuous professional development, flexible working arrangements and opportunities for career growth.

In addition, our people have the capacity to salary package and have access to a contemporary Employee Assistance Program that includes life and wellbeing programs and exclusive discounts.

## **How to apply**

Send us your CV and a cover letter explaining why you're perfect for the role: [careers@ameb.edu.au](mailto:careers@ameb.edu.au).

Learn more about us at [www.encoremusic.au](http://www.encoremusic.au). If you have any questions about us or the role, contact Robert Dugdale, Chief Operating Officer, on 0417 717 746

Applications close Monday 2<sup>nd</sup> June at 5:00pm AEDT.

