

Job Description

Job Title:	Catering Sales Support	Position Type:	Part time (25 – 35 hrs)
Department/Group:	Catering and Events	Reports to:	Customer Service Officer
Location:	66 Cromwell Street Collingwood		

Job Purpose:

Respond to inbound sales and order requests from catering customers.

Maintain order records, invoicing and customer relationships.

Contribute to the development and execution of social media content.

Customer Relationship Management

- Maintain quality control and manage customer feedback proactively
- Effectively respond to inbound and outbound sales leads for all daily catering, functions and events
- Engage and manage customer relationships to leverage further and repeat business
- In consultation with the Customer Service Manager, take responsibility for all client communications, deliverables and conflict resolution
- Manage sales order information and provide input for event preparation meetings where required.

Customer service and relations

- Develop and maintain strong working relationships with all STREAT staff and clients
- Respond to all enquiries in a professional and timely manner
- Implement and model high standards of work, conduct, and professionalism
- Report all incidents of positive and negative client feedback to managers

Reporting, record keeping and communication

- Keep accurate records of communication with prospective and current clients
- Effectively communicate within team meetings and planning workshops

Supporting Business Development

Where requested, provide support and input to the following functions:

- Pursue opportunities for account growth and new business
- Develop effective promotion and sales strategies for STREAT Catering
- Gather and analyse information on competitors, including their strategies and techniques
- Daily communication for social media commentary including customer feedback

Key capabilities required for role:

- Adaptability in a fast paced and growing environment
- Attentiveness and attention to detail while processing orders
- Positive attitude and calming influence
- Problem solving abilities
- Customer focus
- Ability to communicate effectively in a timely and professional manner
- Professional personal presentation
- A good knowledge of food and beverage
- Computer literacy
- Great organisational skill, you plan, record and complete tasks effectively
- Effective time management skills
- Supportive of the culture and values of STREAT and within this, lead by example
- A strong desire to work collaboratively and productively as a member of a team

This role may not be limited by the duties outlined in this document and may be varied from time to time to suit the needs of the business. All other duties and requirements of the role will be discussed with the incumbent during regular performance meetings.