

# POSITION DESCRIPTION

## Rural Sales & Admin Officer

### Position Overview

The Rural Sales & Admin Officer is a key member of the Centre Ag team, responsible for delivering exceptional customer service, managing sales transactions, providing administrative support, and assisting with warehouse and logistics operations. This role requires a motivated, organised, and customer-focused individual who enjoys variety, problem-solving, and working within a dynamic rural business environment.

### Key Responsibilities

#### Customer Service & Sales

- Provide outstanding customer service via phone, email, and in-store interactions.
- Prepare quotations, including product research, freight costings, and availability checks.
- Process counter sales and assist with the loading of customer vehicles.
- Develop and maintain strong relationships with customers, suppliers, and stakeholders.

#### Administration

- Provide administrative support to senior staff and management.
- Assist with customer payment processes and record keeping.
- Collect and process daily mail.
- Maintain accurate documentation for orders, deliveries, and stock records.

#### Stock Control & Logistics

- Perform stock control, ordering, receipting, and dispatching of goods.
- Load and unload delivery trucks, unpack orders, and facilitate deliveries within Alice Springs.
- Ensure warehouse, office, and public areas are clean, safe, and well-presented.

#### Marketing

- Design and implement store and product marketing campaigns using tools such as Canva.
- Assist with promotional activities and seasonal campaigns.

### **Workplace Health & Safety**

- Follow and maintain safety procedures and protocols in all work areas.
- Operate machinery and equipment safely, including forklifts (training provided if required).

### **Position Requirements**

#### **Essential**

- High-level customer service skills.
- Competence in Microsoft Word, Excel and Outlook.
- Previous retail experience.
- Strong organisational skills with the ability to manage multiple priorities.

#### **Desirable**

- Year 12 education.
- Forklift licence (or willingness to obtain).
- Experience using Canva and Meta Business Suite.
- Industry experience in the agricultural, rural, or hardware sectors.

### **Personal Attributes**

- Professional, friendly, and approachable manner.
- Strong problem-solving skills and initiative.
- Team player with the ability to work independently.
- Attention to detail and accuracy.

### **For further information or to apply, contact:**

**Andrew Barrett – Operations Manager**

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