

Position Description

Title:	Sales Specialist
Business unit:	Community & External Relations Tadpac
Location:	1/65 Albert Road, Moonah TAS 7009
Employment type:	As per employment agreement
Reports to:	Tadpac Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

Tadpac is a disability social enterprise and trusted provider of digital printing and packaging solutions. The Sales Specialist plays a key role in driving revenue growth and customer satisfaction by actively managing relationships with existing clients, identifying new business opportunities, and representing Tadpac in the market.

This is a hands-on B2B sales role, focused on being out in the field, developing partnerships, and converting opportunities to paid business for Tadpac. The Sales Specialist ensures that customer needs are met through high-quality service, accurate quoting, and close coordination with the production team.

Position Description

Sales Specialist

2. Scope

Budget:

Contributes to overall sales revenue and client retention targets (~\$1.5M portfolio)

People:

Nil direct reports

3. Relationships

Internal

- Tadpac employees
- Colleagues across the Community and External Relations directorate
- Service Delivery Senior Leadership and Management teams
- Support Services Senior Leadership and Management teams
- Tasmania's Executive Officer and Service Delivery teams
- Project delivery teams and governance committees.

External

- Tadpac Customers
 - Government
 - Peak bodies, service partners, ADE and NFP entities
 - Uniting Church of Australia – Synod of Victoria and Tasmania (including presbyteries, congregations, and ministries), Uniting Care Australia and related collaborations.
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4. Key responsibility areas

Sales and customer growth:

- Actively engage with existing and potential clients to identify opportunities for new or expanded work.
- Visit client sites to understand their business needs and demonstrate Tadpac's products and capabilities.
- Develop and manage a healthy sales pipeline through regular prospecting, networking, and referrals.
- Follow up on leads and enquiries promptly to convert opportunities into confirmed jobs.
- Work collaboratively with the Senior Manager to meet agreed revenue and growth targets.

Account management and customer care:

- Maintain regular contact with key clients to ensure satisfaction and repeat business.
- Act as the primary point of contact for assigned clients, ensuring clear communication from quote to delivery.
- Coordinate quotes, proofs, and job details in collaboration with the Sales Officer (Admin) and Production team.
- Resolve customer concerns quickly and professionally to maintain strong, trusted relationships.
- Promote Tadpac's social enterprise story as part of building brand loyalty.

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Quoting and administration:

- Provide accurate, competitive, and timely quotes for clients.
- Use Printer's Choice software and CRM tools to record activities, monitor progress, and track outcomes.
- Support the invoicing process by confirming job completion and liaising with customers on payment queries.
- Provide weekly updates on sales performance, pipeline activity, and customer trends.
- Maintain accurate and up-to-date sales pipeline records that reflect all customer interactions throughout the sales cycle.

Collaboration and teamwork:

- Liaise closely with production to ensure jobs are scheduled, produced, and delivered on time.
- Contribute to daily production meetings to plan upcoming work.
- Support inclusive and respectful interactions with supported employees.
- Share customer feedback and market insights with the broader team to inform improvements.

Continuous improvement:

- Keep up to date with industry trends, products, and technology developments.
- Suggest improvements to quoting, communication, or service processes that enhance customer experience.
- Represent Tadopac positively at community, business, and networking events.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Performance indicators

- To be agreed.
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6. Person specification

Qualifications

- Qualifications in Business, Sales, Marketing or related field (preferred).
- Current driver licence (essential).

Experience

- Experience in a B2B sales, account management, or customer relationship role, preferably in the digital printing industry.
- Proven success in building and maintaining client relationships that lead to repeat business.
- Strong communication, negotiation, and presentation skills.
- Ability to work autonomously while collaborating effectively with internal teams.
- Proficiency in CRM and quoting systems (Printer's Choice experience desirable).

Core selection criteria

- **Values alignment:** demonstrates and promotes Uniting's values.
 - **Sales drive:** self-motivated, achievement-focused, and confident in pursuing new business.
 - **Customer focus:** builds trust and delivers outstanding service.
 - **Communication:** excellent interpersonal and written communication skills.
 - **Planning and organisation:** manages multiple accounts and priorities effectively.
 - **Collaboration:** works well with production, admin, and supported employees.
 - **Adaptability:** responds positively to changing priorities and customer needs.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: