

Sales Administration / Customer Support

About Molmic:

Now into its third decade, Molmic is as much about family as it is furniture. For over 30 years we have been inspired to design the very best in sofas and living furniture. We are proudly committed to our Aussie heritage, therefore we continue to make our Molmic and Lounge products in our hometown of Melbourne Australia.

About the role:

We are looking for a sales administrator to join our sales team. Someone who has a friendly customer-first attitude, is organised, and has a high attention to detail. The role entails being an all-rounder, learning all aspects of sales from a point of contact for customers, products queries, orders, deliveries, provide support for sales representatives and assist in showroom.

Our ideal candidate is goal orientated and has a deep knowledge of customer service. If you have great organisational skills and draw energy from being part of a team, we would like to meet you.

Responsibilities include but are not limited to.

- Processing orders (efficiently and accurately)
- Checking data accuracy in orders and invoices
- Contacting clients to obtain missing information or answer queries
- Liaise with logistics partners to ensure timely delivery
- Provide reports to management, clients and team
- Communicate important feedback from customers
- Liaising with production and communicating order progress with customers
- Stay up to date with product knowledge and new features
- Assist clients in the showroom

You will have the following skills and attributes

- Excellent organizational and multitasking skills
- A team player with high level dedication
- Experience as a sales administrator or a sales / customer support role
- Great presentation, verbal skills and phone etiquette
- Punctual, positive and reliable
- Show initiative and have a customer focus
- Work well in a team environment
- Available full time Monday – Friday

What's in it for you?

- Full onboarding and training provided on product and manufacturing program.
- Competitive salary based on skill level
- Family Business
- Close to public transport
- Close to Essendon Fields and Westfield

If you believe you have relevant skill sets as outlined above and are an individual focused on attaining a long term position we would love to hear from you.