

## **Position description**

# Sales Assistant

### **Therapeutic Guidelines Limited**

Therapeutic Guidelines Limited (TGL) publishes clinical advice for healthcare professionals in a point-of-care digital product, *Therapeutic Guidelines*. TGL's aim is to promote the quality use of medicines, and it does this by bringing together clinical experts from around Australia to engage in the creation and review of content. *Therapeutic Guidelines* is widely considered to provide an unsurpassed source of best practice therapeutic information.

TGL was founded by leading members of the healthcare community over 40 years ago. As an independent, not-for-profit organisation, it is entirely funded by subscribers. Further information is provided at [www.tg.org.au](http://www.tg.org.au).

### **Position summary**

The Sales Assistant reports directly to the National Business Development Manager.

The Sales Assistant is primarily responsible for front-line sales and customer follow up and enquiries. They will also contribute to the establishment and maintenance of sound administrative processes, data analysis and research to assist in the continuing development of an informed sales strategy. The role includes:

- Supporting the sales and renewals processes
- Managing incoming customer enquiries
- Customer care across the subscription lifecycle.

## **Analysis of sales and usage data for reporting, forecasting, planning and ensuring customer satisfaction**

### **Key responsibilities**

Sales, Administration and Customer Care:

- Responding to subscription enquiries from potential and existing customers
- Alerting customers of their upcoming subscription renewals
- Confirming subscriptions and sending out invoices
- Sending out new and updated licence agreements
- Contributing to the preparation of sales proposals and quotes
- Preparation of process documents
- On-boarding new customers
- Contributing to preparation of customer on-boarding and training materials
- Customer pulse checks and surveys

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- Assisting customers with access issues, troubleshooting and support
- Supporting the sales and marketing team at events and training activities

### **Data Analysis, Research and Reporting:**

- Monitoring customer usage of *Therapeutic Guidelines*, noting areas of concern and developing action plans to maximise use
- Preparation of data for sales reports, pricing and budgeting
- Monitoring of customer usage and pricing by sector to establish value benchmarks
- Assisting with preparation of sales plan – including research into new markets and prospects

### **Required skills and attributes**

- Customer focused and committed to providing a high level of service
- Sales skills and commercial acumen
- Collaborative with good initiative and team spirit
- High degree of proficiency in Microsoft Excel in particular and Microsoft Office software in general
- Well developed organisational skills, including self-motivation and an ability to appropriately prioritise tasks
- Attention to detail
- Organised and efficient with excellent time management skills
- Can do attitude
- Ability to conduct research and prepare reports

### **Desired qualifications and experience**

A qualification in business or other relevant area is required. Experience working in sales and business development is preferred. A knowledge of publishing and the provision of licenced information to the healthcare market is desirable. Experience in a phone based sales environment will be viewed favourably.

### **Hours**

Normal hours are 8 hours per day, between 9.00am to 5.30pm

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#### **Document information**

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