

Customer & Sales Officer

Position Description



Position Overview

The Customer & Sales Assistant will handle inquiries from customers and provide tailored customer care to convert interest into sales, through to the provision of sound advice so people can make an informed decision about which EV is right for them. After-sales care and support is paramount as we aim for excellent customer experiences, ensuring our customers refer us to their friends and family.

Please note, we are hiring two new positions to build a “sales team”, You can check out our Sales and Marketing Manager position [here](#).

About the Good Car Company

The Good Car Company is a Tasmanian-based company that exists to decarbonise transport. We do this by providing affordable electric vehicles. In December 2019 we delivered Australia’s first EV bulk-buy in South Hobart. We are now delivering bulk-buys in four different states and delivering vehicles around Australia. As we grow, we are looking for passionate people to help support us. We would love for you to join us and to help us grow.

Our Values

- Respect, honesty, integrity and fairness
- Working for our customers’ enjoyment, expectations and satisfaction
- Continuous improvement in our processes, team, products and business
- New ideas, innovation and difference
- Communication (listening, sharing ideas, feedback and feedforward)
- Teamwork
- Community, diversity, inclusiveness

Role description

This role suits a methodical self-starter who can manage their own workload with broad-brush collaboration with their manager. Principally the role requires attention to incoming customer phone calls and emails as well as proactive engagement with those who have registered an interest but may need some support in deciding whether and when to go electric. The role often has multiple customer enquiries underway at once, so we encourage self-driven structuring of your workday to enable methodical progress.

The role requires a personable character who can quickly both give our customers the information they need at purchasing, during delivery and after-sales, while building rapport. We want to give personal service, so you should be happy to proactively place phone calls to people who are interested in our products. Those who like to incrementally improve systems and processes, in collaboration with their team, will be super valued.

Main Duties

We need to convert our enquiries into sales. Key tasks are completed within our CRM “Hubspot” and workspace management platform (monday.com):

- Responding to customer emails and phone calls, using template emails with personal touches
- Outbound communications to support sales, delivery and after-sales
- Research answers to customer queries, either from the GoodCar.co team or from reputable sources
- Improve template email responses and build new ones as required
- Use the HubSpot suite to log and manage customer engagement
- Post-process historical queries and identify any customers who have been left behind, touch base and ask whether we can help
- Provide supply chain customer support
- After-sales customer satisfaction surveys
- Other duties as required

Note - we don't place cold-calls, and we have a supportive and interested customer base

Performance Goals

- Provide customers with personable, rapid and thorough responses to queries or

contact made with us

- Demonstrate customer rapport building
- High conversion rate from enquiry to sale
- Happy customers who are referring others to GoodCar.co

Reporting

This position is responsible for managing the individual customer experience and initially reports to the General Manager. As our team grows you will be reporting to the Customer & Sales Manager.

Computer and Phone

The successful applicant will provide their own computer of sufficient ability to manage the Hubspot CRM. Calls will be made through the CRM so we don't provide a phone.

Hours and Pay

Award: National Employment Standards

Duration: This is an ongoing part-time position with three-month probation. If the fit is right we would love to build you into our long-term team

Hours: Nominally 4 days per week @ 7.6 hours = 30.4 hours per week

Regular days/ hours: To be negotiated with successful candidate

Rate: \$60,000 PA + superannuation, pro-rata

Location: We are flexible. We would love you to be able to work from our Hobart, Lutriwita office, but happy for work from home options in Hobart or Mainland Australia.

Role-share: We would entertain a role share position with the right candidates.

How to Apply

Please email our General Manager anton@goodcar.co by Midnight Sunday 30 January, with a copy of your cv and a short cover letter explaining why this role suits you.

Please ensure your email uses the subject heading "Application: Customer and Sales assistant"