



Application Pack:

Sales & Engagement Coordinator

Thank you for your interest in this position with the [Social Science Translated \(SST\)](#), where we deliver evidence-based practical resources to engage professionals, children and families to diversify life skills. SST is looking for a skilled and passionate person to join our small team to empower the growth of our global business.

Our flagship offering is the [Secret Agent Society \(SAS\) program](#). SAS has been transforming the lives of children around the world for more than a decade through espionage-themed resources providing an evidence-based, comprehensive and captivating solution to structured social and emotional learning for children aged 8-12 years old. SST is responsible for training education and allied health professionals in facilitating the SAS Small Group Program, and distributing SAS resources and access to both SAS Providers and the public

Social Science Translated is a wholly-owned subsidiary of the not-for-profit Autism CRC, the world's first national cooperative research effort focused on autism and Australia's independent national source of evidence for best practice.

Our team values:



- **We are purposeful:** We engage in meaningful work, strategically and systematically meeting impact goals, driven by determination and motivation.
- **We are catalytic:** We spark and energise exponential impact through our collaborative efforts.
- **We are dynamic:** We are innovative, imaginative, agile, adventurous, open to ideas and responsive to change
- **We are authentic:** We are genuine and we value diversity, inclusivity, and collaboration.
- **We have integrity:** We are honest, reliable, responsible, and hold ourselves to our values.

This role would suit someone who aligns with our values and is:

- An early career business administrator looking to grow along with our business, or
- A later career experienced business support person looking to share their skills over time to empower a social impact business, or
- An "all-rounder" who loves to learn new things, work with a variety of tasks, and support others feel equipped for action.

After reviewing the application process steps and the position description below, if you would like to apply, please call Emily or Kathleen to discuss the role and your interest and plan to submit your application as soon as possible and no later than **Monday 9th December 2024**.





Nature of Appointment

- 0.8 FTE (minimum 30 hrs/week) – negotiable.
- 12- to 18- month fixed term contract with potential opportunity for an ongoing appointment.
- Regular work hours across a minimum of 4 days per week (supporting coverage of regular office hours together with other team members).
- Office is located in Brisbane, Queensland. This role can be hybrid (office/remote) working position, with minimum two days per week in the office overlapping with other team members.
- Ideally planning to start the appointment by early January 2025

Required Skills & Experience

- Strong customer service orientation.
- Strong organisational and task management skills.
- Excellent communication and flexible interpersonal skills for written correspondence, phone and video calls (to work with a range of professional allied health/education contacts and parents across varying time zones/cultures/funding systems).
- Finance support, administration, and office coordination.
- Understanding or willingness to learn business principles.
- Good attention to detail while being efficient at switching between tasks.
- Ability and desire to work independently and collaboratively within a small team.

Desirable Additional Skills & Experience

- Business management or support.
- Bookkeeping / finance.
- Understanding of data privacy (including personal or sensitive health information).
- Familiarity or experience with the SAS Small Group Program, or children's allied health or educational services.

Duties & Responsibilities

Reporting to the Chief Executive Officer and working as part of the SST team, the Sales & Engagement Coordinator will have regular responsibilities as well as extension duties as required. The primary functions of the role are to:

- Coordinate Customer sales activities and reporting
- Contribute to lead development, sales conversion, and program onboarding
- Empower customers to have a positive and efficient experience when purchasing Secret Agent Society (SAS) resources/software/training. Key customers include:
 - SAS professional service providers – across allied health, disability and education sectors.
 - Parent/Carers/School Staff – purchasing their own resources or participating in a professionally led program.



- Support business development and communications/marketing activities that lead to positive program engagement.
- Maximise our internal operational and team efficiency

Customer Service and Sales

- Triage email, phone and website enquiries from internal and external contacts.
- Provide support to active SAS Facilitators, families, and other relevant people to engage successfully with SAS and SST.
- Coordinate and report on customer sales processes.
- Coordinate customer on boarding to SAS Provider packages including transition support for pre-digital edition service providers, connecting customers with SAS information and consultation, clarifying subscription information, responding to program enquiries, and support customer sales closure processes.
- Coordinate customer on boarding to professional training including responding to training course enquiries, coupon provision, application review, supporting account errors, managing missed deadlines, supporting coordinators of group training processes, collating course feedback, and training activity reporting.
- Monitor bespoke multi-year agreements and expiry dates of providers that are subscribers to ensure timely invoicing and accurate provision of resources.
- Maintain up-to-date records of lead, customer and user contact through the SST CRM system and other databases.
- Support the building of customer and market network relationships, provide sales and service consultation, prepare quotations, support customer grant application writing, and support customer sales closure processes and on boarding to training and program use.
- Where relevant, maintain customer database and support self-management by users.

Finance

- Compile and provide sales activity, customer activity, and revenue reporting to management with monthly, quarterly, and annual insights.
- Work with the Finance Team/Accountant to assist with:
 - review and follow-up outstanding debtors.
 - invoicing amendments and customer communication.
 - bank transfer or purchase order payments via online payment gateway.
 - sales order receipt and processing for supply of both training events and resources sales and invoicing (until automated).
 - accurate and timely general sales invoicing (until automated).
- Coordinate customer refund processes and liaise with Finance Team/Accountant as required.
- Manage external supplier production requests, purchase orders and invoices.

Communications and Promotion

- Support promotional activity.
- Support content preparation and maintenance of website, web shop, promotional materials, program and training information and other resources.



- Collaborate on email marketing and promotional activities.
- Monitor and maintain SAS/SST public listings and customer information packs such as Victorian Schools Mental Health Menu, NDIS information/templates.
- Coordinate logistics for participation in conferences, exhibitions and promotional presentations (including attendance and community engagement when required).
- Ensure public promotional or informational content is aligned with the program evidence base, relevant regulations, and intellectual property protection.

General and Occasional Duties as Required

- Maintain and manage business filing including:
 - Appropriate and secure storage of personal or sensitive data
 - Storage, scanning and destruction of paper filing
- Provide coordination and secretarial support for meetings and events.
- Support customer feedback processes to inform development and engagement strategy in collaboration with user experience and clinical team input.
- Conduct individual administration tasks.
- Join the SST team in shared administration and office management tasks.
- Submit support requests to technical contractors.
- Other duties as requested from time to time.

Inventory Management

- Maintain program resource stocks; coordinate stock orders, production and supply contracts to ensure resources are current and available as needed.
- Administer inventory management, inventory reporting, and liaise with Finance Team as required.
- Maintain and manage supplier relationships.
- Manage timely assembly and dispatch of orders.
- Coordinate delivery, storage, quality assurance, and removal or destruction of stock.

Application Process

Please complete the following steps and submit an application as soon as possible, and no later than 9th December 2024.

We welcome a multi-media approach, for example a video recording, however traditional typed documents are completely acceptable.

1. Prepare your [CV](#).
2. Please provide the name and contact details of [two professional referees](#).
3. Provide answers to these [two questions](#):
 - **Why** are you interested in this position?
 - What do you see as your top three **personal attributes** that make you suitable for this role?

Continue with the next steps or if you would like to discuss the role more before committing to work sample tasks, please contact Emily or Kathleen to arrange a time to chat.

4. Complete the [work sample tasks](#):
 - a. As part of a product familiarity process, please complete the SAS Assistant Short Course following the below instructions. Depending on your desired pace, it is **usually a 2- to 3-hour process** that can be stopped and recommenced over time if you don't wish to do it all at once.
 - b. Pretend you are in the SAS Sales & Engagement Coordinator role and answer the following questions (please make your own file/doc/video presentation to submit responses). We understand that you may not have any background in understanding SAS or our usual business practices; please try your best to demonstrate your skills.

Instructions for Accessing the SAS Assistant Short Course

- Please contact emily@sst-institute.net to **request a unique coupon for complimentary enrolment** in the Assistant Short Course for the purpose of your application.
- Go to our web shop and enrol in the [SAS Assistant Short Course](#)
- During the checkout process, enter your unique coupon code (when prompted to waive the course fee).
- Review the SAS Assistant Short Course confirmation email and follow the emailed link to <https://secretagentsociety.net/>
- Use the "Facilitator/Trainee button" to access the Dashboard.
- Go to the "My Training" menu item & "Begin" your SAS Assistant Short Course.
- Complete the 2- to 3-hour short course (including the built-in evaluation survey) to obtain your SAS Assistant Short Course certificate. The course is self-paced and can be stopped and recommenced over time.

For context, this is a self-paced foundation short course for any adult planning to support an SAS Facilitator in their SAS Small Group Program delivery. The course is usually completed by teacher aids, allied health placement students, assisting volunteers, or fully trained educators/psychologists/speech therapist who are colleagues of fully trained SAS Facilitators.



- A. From the experience you had enrolling in and completing the SAS Assistant Short Course, what is one idea you have for each of the following:
- How could SST use this course to assist with sales or support processes to increase the successful uptake of SAS Small Group by schools and clinical services?
 - What do you think could be two common questions asked by clinicians and educators either during or after completing this course?

- B. What is one point of difference with SAS that is important to point out to service providers interested in offering SAS to families?

- C. You receive a phone call from a school asking about SAS. They say:

"My principal has encouraged our learning support team to use SAS with our students and I need to present the costs at a meeting next week. I've looked on your website and I need some help."

How could you approach this situation over the phone and after the phone call? As part of your answer, please include a brief script for your response while on the phone (or record yourself talking to the 'person').

- D. How do you prefer to track and organise your work tasks and projects that contain multiple components, action tasks and deadlines? Does your answer change when your tasks or projects are involving multiple team members? Please include examples of how you have used your preferred methods/tools in the past.



E. You receive a support request email with the following content:

Name: Minnie Mouse

Email: minnie@mouseville.com

Phone: 0400446374

Issue: Our clinic signed up as a Bureau SAS Provider at the beginning of the year and we have had our service disrupted by staff turnover. Our two main SAS Facilitators have left the clinic. Unfortunately, we have only used 6 Cadet Places so far this year. We are unsure if we have the capacity to reach 18 families this semester. Please help.

Please review the [SAS Provider Subscription and Cancellation Policy](#) as well as the “Bureau” provided on the [Provider Subscriptions](#) page. Given this, and what you understand so far about the SAS Small Group Program, how could you respond to the enquiry while also encouraging the service to continue with SAS Small Group in the following year? **Please note, if services continue as an SAS Provider in subsequent years (at any level), any unused Cadet Places remain available in the Provider’s inventory until such time as they cease being a subscribed provider.*

F. What data/information do you think the SAS Sales & Engagement Coordinator might report to team and CEO on at the end of each month and overall financial year and why is each piece of information important?

Submit your completed application:

Please submit your responses to emily@sst-institute.net as soon as possible and by **Monday 9th December 2024**.

