

Position Title	Sustainability and ESG Sales Lead
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Green Collect Purpose	
Green Collect is a social enterprise dedicated to sustainable environmental and social change. Established in 2005, Green Collect is one of Melbourne's leading social enterprises and innovators in resource recovery and circular economy. Widely recognised for our commitment to achieving best practice social and environmental impacts, our dual mission is to create workplaces that give priority and opportunity to people facing barriers to employment. As a strongly values-led enterprise, staff and operations reflect Green Collect's values of respect, integrity, inclusiveness, sustainability & reconciliation.	
Job Purpose	The Sustainability and ESG Sales Lead will support the growth of Green Collect's services through targeting opportunities in areas of social procurement and ESG reporting requirements. The role is to lead sales of Green Collect services throughout the customer journey, including lead acquisition, nurturing and conversion with a focus on growing our corporate and government accounts.
Reports to	Business Development Manager
Location	Braybrook Head office
Employment	Permanent full-time, flexible work arrangements by agreement

Key Relationships
Internal: BDM, Operations manager, sales team, logistics, processing team, retail team, CIO External: Corporate existing and prospective clients, government departments and agencies, general customer enquiries.

Job Function and Goals
The role is primarily client facing and supports the Business Development Manager to secure new business through bringing strong ESG expertise to a focussed sales approach. This will include inbound and outbound calls, proposal development and quoting, business development and sales pipeline coordination, in order to achieve an increase in the volume and quality of sales. Working to KPIs, the Sustainability and ESG Sales Lead will help achieve sales targets through outstanding communication and the development of strong client relationships, with the primary focus on corporate and government department accounts. With keen understanding and knowledge of circular economy solutions, sustainable business practices & ESG reporting, this role supports our customers to achieve excellent reportable

outcomes.

The role also requires working closely with operations and retail teams to ensure successful service delivery, as well as efficient internal downstream inventory flows.

Key Duties and Responsibilities

Sales Duties: *Key accounts - Corporate Business & Government Departments*

- Initiate and land new sales opportunities according to the sales and marketing strategy
- Communicate Green Collect's services to meet client social procurement, sustainability and ESG requirements
- Support the Sales Team with pipeline development and lead nurture of prospective clients
- Assist with quoting and proposal writing
- Conduct site visits as needed to support relationship development, prepare quotations and assist with arrangements for large projects for the Operations Team

Coordinate the Client Sales Journey:

- Build, maintain and leverage strong relationships with key external stakeholders, namely Corporate and Government clients
- Actively respond to online and phone enquiries, ensuring timely responses and positive client outcomes
- Utilisation of CRM (Hubspot & Other tools):
 - A. Ensure all incoming sales leads are entered into the CRM
 - B. Ensure all interactions with clients are appropriately logged in CRM
 - C. Ensure that leads progress through the sales pipeline towards conversion by providing the client with the information and support needed to aid decision making
 - D. Follow up return business and deliver a successful process for ongoing management and engagement of clients
 - E. Maintain all files and documents related to assigned accounts

Collaborate with other teams:

- Build, maintain and leverage strong relationships with key internal stakeholders, including the Logistics, Processing and Retail teams
- Work closely with all areas of the business to identify and respond to client expectations
- Coordinate information sharing and communication related to service delivery, including but not limited to:
 - A. Scheduling of service delivery jobs to Operations teams (Logistics, Warehouse, Processing)
 - B. Coordinating larger scale jobs with consistent liaison with clients, ensuring the project has been successfully completed.

Administration:

- Quotes:
 - Prepare project documents as needed to facilitate the quotation and manage the service delivery of Green Collect services

- Prepare quotes as per quotation process
- Ensure prospective clients receive quotes and/or pricing in a timely manner to increase sales conversions
- **Contracts & Reporting:**
 - Using Green Collect's data management program, ensure all jobs are entered accurately
 - Process and prepare contracts as needed to convert leads to sales to assist BDM
 - Ensure all reporting is accurate and delivered to clients in timely manner
- **Processes:**
 - Maintain client records using CRM tool and organisation shared drive.
 - Employ a continuous improvement mindset and seek to improve systems and processes where necessary to facilitate better client outcomes.

Other specific responsibilities:

- Take reasonable care for your health and safety in the workplace by working in accordance with legislative requirements and Green Collect's occupational health and safety policies and procedures.
- Other duties as required to support the enterprise's objectives and integrated work of the office.

Key Selection Criteria

Qualifications and Experience

- Experience in implementing ESG strategies and reporting
- Proven experience and enthusiasm for sales & customer service
- Knowledge and understanding of social procurement and sustainable practice in business
- Demonstrated high level digital administrative skills, proficient with Google Suites
- Have completed a minimum 2 years study towards a tertiary degree in environmental or sustainability management, sciences or related discipline
- Shopify and Hubspot experience is an advantage

Skills

- Excellent organisational skills, able to juggle multiple tasks and work independently
- Attention to detail, responsiveness and competency in administrative tasks
- Accuracy and well developed time management skills
- Excellent customer service skills - skilled at engaging professional clients
- Confident phone skills, comfortable initiating outbound calls, handling inbound inquiries, and engaging professional clients
- Highly developed written and verbal communications skills, ability to provide clear, accurate and timely communication, excellent interpersonal skills

Personal Abilities & Attributes

- A strong understanding and enthusiasm towards the purpose of Green Collect
- Demonstrated commitment to social justice and environmental sustainability
- Ability to use tact, diplomacy and negotiating skills when handling complex customer interactions for positive outcomes
- Methodical, reliable and personable
- Proactive and self-starting, able to take initiative and responsibility
- Problem solving abilities and solutions focussed
- Personal enthusiasm and motivation
- Co-operates and works well with others towards team goals; collaborates and shares information, shows consideration and respect for others feelings and ideas
- Ability to operate efficiently in a time-pressured environment
- Above all, you are committed to our mission of creating a world without waste

Signed: Date:

Name: