

# Position Description: Sales Assistant

## About the Role

### Reports To: Sales & Marketing Manager

The Sales Assistant plays a key support role within the sales team, helping manage lead follow up, client communication and coordination across the sales pipeline. This position supports the conversion of enquiries into confirmed projects while maintaining a high standard of customer service.

You will work closely with the sales and marketing teams to keep enquiries progressing, ensure accurate information flow and support a smooth transition from enquiry through to handover.

## Why Work at Rainbow Power Company

Rainbow Power Company has been designing and installing renewable energy systems in regional Australia for almost four decades. We focus on long term performance and building systems that genuinely work for our customers. This is a role where you can build strong skills in communication, systems and sales, while contributing to meaningful projects across homes, farms and regional businesses.

## Duties and Responsibilities

In this role, you will:

- Follow up leads through HubSpot, maintaining consistent and timely communication
- Re engage inactive or older leads to generate new opportunities
- Contact new enquiries, qualify initial interest and direct them appropriately
- Follow up proposals that have been issued but not yet accepted
- Maintain clear and professional communication with clients throughout the sales process
  
- Support Sales Consultants with administrative tasks, documentation and job preparation
- Book appointments for site inspections and client consultations
- Coordinate schedules between clients and the sales team
- Maintain accurate and up to date records in HubSpot, including calls, emails and notes
- Assist in identifying gaps or inconsistencies in CRM data
- Support reporting on lead activity, follow ups and pipeline status
- Help maintain a clean and organised sales pipeline
  
- Provide a professional first point of contact by answering incoming calls and assisting clients
- Support clients visiting the office with initial questions or direction
- Work closely with the Sales and Marketing Manager on projects and day to day support
- Assist with marketing related tasks such as CRM campaigns and audience segmentation
- Contribute to improving internal processes and communication between teams

## Required Qualifications

- Strong communication skills, both phone and written
- Confident and professional phone manner
- Highly organised with strong attention to detail
- Ability to prioritise and manage multiple tasks
- Experience with CRM systems, HubSpot preferred
- Team focused with a willingness to support others
- Proactive and self motivated
- Sales experience with confidence progressing conversations toward a sale

**All applications to be sent to [gavin.phibbs@rpc.com.au](mailto:gavin.phibbs@rpc.com.au)**