



AUSTRALIAN WHOLESALE OILS

Internal Sales / Customer Service Representative - Sydney Location

- **Great Culture:** Our people are our most valuable asset.
- **Dynamic Team:** Fun, energetic, and supportive environment.
- **Career Growth:** Be part of a rapidly growing company.
- **January 2025 Start**

Join our Vibrant Team as an Internal Sales / Customer Service Representative - Unleash Your Potential in the wholesale essential oils and personal care industry!

Are you passionate about aromatherapy and ready to take your career to new heights and become part of an exceptional company? Look no further than Australian Wholesale Oils, a leading distributor of essential oils and aromatherapy products in Australia. We are passionate about providing flexible, reliable, and trusted solutions, and we believe that success is achieved through continuous innovation, enduring partnerships, and a dedication to exceptional service.

The AWO Difference

Since 2013, Australian Wholesale Oils has been a premium supplier of wholesale essential and carrier oils, as well as raw ingredients throughout Australia and the world, via our e-Business platform alongside our account-managed trade and reseller customers.

About the Role:

We are a close-knit, hands-on team, looking for an enthusiastic individual to join us and contribute to our growth. Based at our Rydalmere office, this Internal Sales / Customer Service Representative role reports to the General Manager and works closely with operations and marketing.

Key Responsibilities:

- Coordinate the sales from end to end
- Drive sales growth and achieve annual targets for your assigned customers and/or area.
- Perform detailed customer and product analysis to expand and nurture our customer base.
- Leverage our broad product portfolio to capitalize on opportunities.
- Cultivate and nurture strong customer relationships to foster loyalty and maximize customer satisfaction through phone, email, showroom sales & arranged online meetings.
- Resolve customer complaints efficiently, ensuring high satisfaction levels.
- Participate in industry events, to promote products and expand professional networks.

- Provide insights on competitors, market trends, and customer activity to inform strategic planning.
- Assist with supply management, forecasting, and stocking to ensure operational efficiency.
- Handle customer inquiries related to samples, technical details, and regulatory compliance.
- Stay updated on market trends, products, and applications to offer tailored solutions.

About You

- A passion for aromatherapy, DIY personal care.
- Experience in customer service but looking to learn more!
- Agile, creative, and analytical mindset.
- Strong communication skills across face-to-face, phone, and email interactions.
- High level of attention to detail.
- Proven negotiation ability and computer literacy.

Benefits and Culture

At Australian Wholesale Oils, we value and reward our exceptional team members. When you join us, you can expect:

- A competitive remuneration package.
- Purchase Holiday Leave
- A comprehensive induction and training program designed to set you up for success.
- A fantastic team culture that promotes collaboration, support, and camaraderie.
- Ample opportunities for career advancement within our growing team and company.

In return for your experience and expertise, we offer a working environment that is not only fun and professional but also clean and engaging. Our team-building events and strong employee engagement plan ensure that you'll feel valued and connected every step of the way.

Take the Next Step in Your Career - Apply Today!

If you possess the drive and passion to succeed and are eager to advance your career, seize this opportunity to join Australian Wholesale Oils. To apply, click the apply button. Together, let's unleash your potential and create a future filled with growth and success.

For further information contact Natasha, HR@ingredients-plus.com.