



# Sales Associate

## Who we are?

Named as one of Australia's Top 5 employers with under 100 employees, for the last 5 years OnDeck has grown to become one of Australia's largest locally owned online small business lender's.

At OnDeck, we are changing the way business owners borrow money by combining our passion for small business with cutting-edge technology. We evaluate businesses based on their actual performance, using real time data which enables us to say "yes" more often, to more business owners, faster than traditional lenders. We have helped thousands of small business owners across Australia access short term, unsecured finance to drive their business growth and enable more opportunities.

## Position Overview

Our sales team provides lending solutions to our business owners that allow them to focus on running their business. You will be a crucial part of funnelling potential merchants through to our Sales Team and creating new business opportunities.

## Key Responsibilities

- Develop new business consistently by calling a significant number of potential customers each day
- Follow up on all leads within Service Level Agreements and maintain an active pipeline
- Generate new business prospects for Sales agents through pro-active, targeted outbound calling of predominantly warm leads
- Meeting and exceeding daily, weekly and monthly KPI's and targets (essential)
- Making a high volume of outbound / inbound phone calls
- Explaining the key benefits of On Deck with potential clients
- Handling customers objections
- Developing and maintaining accurate product knowledge
- Effective note taking on all client interactions and input into CRM systems
- Provide exceptional customer service
- Serve as an ambassador for the OnDeck Australia brand

## Qualifications and Skills Desired:

- Sales or call centre experience. Minimum of 1.5 years of professional experience
- Enjoys working in a fast paced sales environment
- Resilience – comfortable working through the "no's" to get to a yes
- A lot of energy, passion, humour, and enthusiasm
- A great personality with superior communications skills
- Focus on your goals and have a real desire to succeed
- Powerful work ethic and strong interpersonal skills



- Demonstrate high degrees of diligence and accountability
- Ability to exercise your own judgement and discretion while working independently

### **Why Work for OnDeck**

Where do we begin? There's plenty of reasons we've been named an Australian Top 5 Employer five years running!

To name a few, at OnDeck, you will:

- Literally change the landscape of small businesses one conversation at a time!
- Have a meaningful impact on the company's future, and share in the rewards accordingly
- Work in an inclusive, fast-paced environment

What we offer you:

- An open-minded, collaborative workplace, which will both challenge you and celebrate your work.
- Hybrid Work Model – option to work from home 1 day per week
- Fully stocked kitchen with snacks and drinks
- Regular team building events
- Ongoing health & well being initiatives
- Great CBD location

To be part of the growth story and rewarding journey, apply for a position, or for further information, send your details to [au\\_careers@ondeck.com.au](mailto:au_careers@ondeck.com.au) with the position in the subject line.