



About RAA

Why Work with Us?

Proudly South Australian since 1903, RAA has been trusted by members for over 120 years. While best known for road service and insurance, we now help more than 845,000 members with travel, energy, solar and battery solutions, EV charging, and more.

Our purpose is simple - to be **better for members, better for the community**. We advocate for safer roads, invest in sustainability, and help shape a smarter, more connected future for our state.

With 1,100+ employees, RAA is one of SA's most trusted brands - and a place where your work truly makes a difference.

Join one of SA's most iconic, community-minded organisations. Enjoy an inclusive culture, flexible ways of working, and meaningful opportunities to grow and contribute.

Here you'll find:

- Diverse career paths across multiple industries
- Great perks and wellbeing programs
- Ongoing learning and leadership development
- A collaborative, purpose-driven environment

Our values guide everything we do



We are member obsessed



We do the right thing



We deliver together



We courageously challenge

About the Job	
Job Title:	Retail Sales Consultant
Business Unit:	Operations
Position Reports to:	Sales Team Manager
Direct Reports:	Nil

Why the role exists

As a Retail Sales Consultant, you represent RAA and its range of retail products to new and existing members. You handle enquiries, deliver member-obsessed service, and apply needs-based selling to understand each member's circumstances and recommend the right product or service. You close sales efficiently against agreed conversion targets, support member retention through quality first-tier complaint resolution, and ensure quality, compliance, and member satisfaction in every interaction.

You will also be required to perform other duties as reasonably directed from time to time.

Key Responsibilities	What Success Looks Like
WHS	- Take personal responsibility for your own safety and that of others, ensuring your work environment and practices are safe. - Perform your duties in accordance with the RAA Work Health and Safety Policy, and the Injury Management Roles and Responsibilities Procedure specific to your defined level of work.
Sales	- Respond to and manage sales enquiries across RAA's retail product range by applying the GREAT service principles across inbound, outbound and digital channels. - Apply needs-based selling to understand each member's circumstances and recommend the most appropriate product or service. - Cross-sell, switch-sell and up-sell to additional products and services where suitable for the member. - Consistently achieve allocated conversion and sales targets. - Support retention of business by providing effective first-tier complaint resolution and lodgement in accordance with policy.
Member Service	- Deliver exceptional, professional and personalised service with empathy to every member, using strong written and verbal communication skills. - Approach every member interaction with focus and readiness, aiming for first call resolution. - Take ownership of issues or concerns until fully resolved, following up proactively and promptly. - Provide feedback to internal partners to help enhance member experience and identify product gaps. - Achieve allocated member satisfaction targets.
Quality & Compliance	- Comply with relevant government legislation and internal compliance standards and standard operating procedures. - Adhere to the call process to provide a consistent, quality experience to every member. - Determine risk and underwrite business in accordance with guidelines. - Ensure accuracy of data entry and use correct spelling, punctuation and positive language in written communication.

	Consistently achieve at least the minimum benchmark for all performance measures, including sales, quality, call measures and compliance.
Time Management & Teamwork	- Undertake all administrative and housekeeping tasks in an accurate and timely manner. - Adhere to your roster to minimise negative impact on member service, colleagues and centre performance. - Ensure effective use of telephone system codes and consistently achieve all phone-based KRAs. - Build strong, respectful and productive working relationships with colleagues, and actively participate in briefings, coaching and training. - Approach feedback with a constructive, open mindset, using it as a tool for growth.

About You

Your Qualifications

- Successfully complete all required training and competency assessments to be authorised to sell and service Road Service and Insurance products — Mandatory.
- Maintain Allianz/RAAI/RACF Authorised Representative status and fulfil Authorised Representative obligations as per Letter of Authorisation — Mandatory.

Your Experience

- Minimum of 12 months in a customer service or sales role, preferably in a multi-channel, multi-product contact centre environment.
- Retail or hospitality experience is also favourable, with a willingness to become proficient with products and telephony systems.

Your Skills and Knowledge

- Exceptional ability to uncover needs, and to close sales and confidently cross-sell to other products, consistently achieving conversion targets.
- Strong ability to influence positive sales, retention and member service outcomes.
- Working knowledge of call centre or retail environments is desirable, with a history of delivering on sales and service KPIs.
- Proficient with computers, with a strong ability to multitask between phone and relevant systems.

Your Capabilities



Job Classification & Approval

Job Level

Instrument	General Retail Industry Award 2020
Job Classification	Retail Employee Level 4

Approval

Position	Name	Date
Manager	Tass Giagu	06/10/2026
People & Capability	Senior HR Advisor	09/10/2026