

# CAREER FACT SHEET

## Sales Representatives

### Snapshot

Sales representatives promote, market and sell products or services to businesses, wholesale or retail outlets. Suitable for responsible, confident people with good communication skills.

How many are employed in this occupation?	57,000
What are the average weekly earnings for full time workers?	\$1,499
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	Medium
What will be the likely future employment growth for the next five years?	Moderate Growth

### Main employing industries

Wholesale Trade; Manufacturing; Retail Trade

### Tasks

This occupation may include associated occupations with varying tasks.

- compiling lists of prospective client businesses using directories and other sources
- acquiring and updating knowledge of employers' and competitors' goods and services, and market conditions
- visiting regular and prospective client businesses to establish and act on selling opportunities
- assessing customers' needs and recommending and explaining goods and services to them
- monitoring customers' changing needs and competitor activity, and reporting these developments to sales management
- quoting and negotiating prices and credit terms, and completing contracts and recording orders
- arranging delivery of goods, installation of equipment and the provision of services
- reporting to sales management on sales made and the marketability of goods and services
- following up with clients to ensure satisfaction with goods and services purchased, and resolving any problems arising
- preparing sales reports and maintaining and submitting records of business expenses incurred

# INDUSTRY OVERVIEW

## Information Media and Telecommunications

Do you have a flair for coding in Java, fixing computer bugs and setting up data networks? Or are you into producing compelling web content via slick copy, video and audio production? If you answered yes to either of these questions then you should definitely explore the many career pathways available in the exciting world of Information, Media and Telecommunications. The Information, Media and Telecommunications industry requires people with a diverse range of skills. From those who can drive the technology that controls the storage and dissemination of information, to creative-types, skilled at producing innovative solutions for clients wanting their business to stand out from the crowd. This industry also employs people who have solid interpersonal skills for roles in client sales and support. Just about every organisation requires some kind of information technology facility, therefore working in this industry means the opportunity to gain experience in a variety of enterprises. There are career pathways in data management, games and multimedia design, hardware and software maintenance and support, database design and networking. You could work as an electronics technician, a data communications tradesperson or as website designer. With relevant qualifications and experience you could even manage entire information systems.



**Information Media and Telecommunications**

### Possible job pathways

- Call or Contact Centre Workers
- Call, Contact Centre & Customer Service Managers
- Computer Network Professionals
- Graphic and Web Designers, and Illustrators
- ICT Managers
- ICT Sales Assistants
- ICT Sales Professionals
- ICT Support Technicians
- Software and Applications Programmers
- Technical Sales Representatives
- Telecommunications Engineering Professionals
- Telecommunications Technical Specialists
- Telecommunications Trades Workers
- Actors, Dancers and Other Entertainers
- Artistic Directors, Media Producers & Presenters
- Film, Television, Radio and Stage Directors
- Gallery, Library and Museum Technicians
- Journalists and Other Writers
- Performing Arts Technicians
- Printers
- Printing Assistants and Table Workers
- Public Relations Professionals
- Signwriters

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