

United Kingdom Jobs Expertini®

Customer Sales Advisor - Customer Support Sales (Remote)

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Company: Domestic & General (D&G)

Location: United Kingdom

Category: other-general

Join D&G in 2024.

Start Date: 20th May 2024

Are you a natural-born salesperson?

Do you always put your customers first?

Want to work for a great company with amazing benefits?

If it's a YES, YES, and YES you should join us as a Customer Sales Advisor.

Who we are

Domestic & General. We're a proud partner to leading manufacturer and retail brands worldwide, taking the worry out of appliance breakdowns for almost 9 million customers in the UK. Right now, we're recruiting Customer Service Advisors in a role that offers great work life balance plus a flexible and engaging onboarding experience.

The role you'll do

Support Advisor in our busy inbound Customer Support & Sales department, you'll see that customers get a great experience, with problems resolved first time. Using your expert sales skills to give added peace of mind, you will up-sell other products to our customers that best suit their needs. Underpinned by delivering excellent service during conversations, you will truly ensure our customers worlds are kept running.

Day-to-day, you'll:

Use your expert knowledge and brilliant communication skills to share new products that they might like.

Aim to deal with customers' queries or issues then and there.

Build rapport with customers, get to know their individual needs and put their interests first.

What else to expect:

In a 3-week training programme you'll learn our systems, meet your new colleagues, perfect your sales technique and learn what makes a great customer experience.

You'll work on a shift pattern from Monday to Sunday, 8am to 8pm.

We'll provide all the equipment you need, but you must have broadband access.

Joining as one of our Customer Sales Advisor's, you will receive extensive training and support allowing you to develop your sales expertise. You will have excellent progression potential at D&G, with opportunities to progress into career pathways across many areas such as HR, Tech, Finance and Marketing. We actively encourage growth and development and many of our employees go on to explore further opportunities across the business.

The experience and skills you need

A solid background in targeted sales.

A driven mindset with strong sales skills and a love for hitting targets

Proven experience of working autonomously or in a home-based position

Great communication skills – you're at ease building rapport, listening to customers and demonstrating empathy when needed

A team player committed to creating an excellent customer experience

Unflappable and resilient attitude to juggle tasks and bounce back quickly

So, what are these benefits?

Full training – with clear career progression opportunities.

Regular incentives – with some pretty great prizes.

Sales bonuses - each month you'll get the chance to earn some extra take home pay.

Annual leave – 33 days (including bank holidays).

A free annual D&G protection plan – we want you to see how great the product you're selling is. There are discounted rates for family and friends too.

Employee assistance programme – free support and advice on relationships, physical and mental health, financial assistance and more.

Health and wellbeing – discounted gym membership, help towards essential healthcare costs, including dental, optical, and physiotherapy.

Pension scheme – matched employer contributions up to 5% of basic salary

Life assurance – employer funded cover of 4x basic salary.

Employee discounts – access to discounted Sky TV and mobile packages, and discounts for loads of online and high street retailers.

And many more benefits – including travel loans, car leasing and Cycle to Work and Salary Finance schemes.

We really couldn't sell this anymore if we tried. That's your job. Or at least it could be. Get your application in now and join this April.

Domestic & General are an equal opportunities employer, which means we treat people fairly. We view all applications equally, regardless of gender, colour, ethnic background, religion, disability, age, sexual orientation, gender reassignment or marital/family status. We also have a thorough referencing process, which includes credit and criminal record checks.

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