

Sales Consultant

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Company: Progresso Search

Location: Penton Mewsey

Category: other-general

Our client is a specialist Company providing essential services. they have grown rapidly since 2015 and are now looking to recruit new members of staff to our Inbound Sales team.

Hours: 37.5 hours per week on a rota basis 08:30 - 18:00 and participation on the pre-need weekend Rota, in return for a TOIL day in the week.

Summary Duties and Responsibilities of Role:

* To answer inbound sales calls to customers who have enquired through various marketing channels about our direct cremation plans with the objective of answering any queries regarding the plans and setting up sales. Calls are to be answered in line with the Company's process and FCA regulations.

* To act as a Brand Ambassador for the Company, ensuring that all activity undertaken reflects the company in a positive way and delivers exemplary Customer Service.

Key Skills Required:

* Communication - Possess a professional telephone manner with proven experience in dealing with older customers. Have excellent listening and communication skills to be able to answer customer questions, and deliver outstanding Customer care; being especially aware

that some customers may be vulnerable.

* Productivity - Be results driven with the ability to work towards KPI's set on production, quality and customer service skills.

* Accuracy - Must have the ability to record information in an accurate way and ensure that all processes and procedures are adhered to in a methodical and compliant way.

* IT Skills - computer literacy and knowledge of MS Office.

* Customer Champion - Act in a manner that ensures the Customer receives a positive experience of the Company.

Personal Capabilities:

Proven Track record of:

* Strong telephone sales experience (preferred minimum of 1 year)

* Success within a target driven environment

* Speaking with potentially vulnerable customers

* Delivering excellent Customer Service

* Working in accordance with detailed procedures

* Able to solve problems and identify process improvement

* Flexible approach with the ability to adapt quickly to meet business needs

* Work with flexibility as part of a team.

- * Confidently overcome the callers objectives

Personal Attributes:

- * Excellent interpersonal, communication and listening skills at all levels

- * Able to demonstrate empathy, sensitivity, kindness and patience

- * Resilient with a real desire for success and helping others

- * Can-do attitude, self-motivated

- * High level of attention to detail and accuracy

Benefits

- * A competitive basic salary of £27,030

- * A generous, uncapped commission scheme with OTE of £32,000 per annum.

- * Weekly and monthly incentives with prizes and time-off up for grabs.

- * 30 days holiday, plus bank holidays

- * Life Assurance

- * Bupa health cashback plan package

- * Employee Assistance programme, including access to a 24/7 GP as well as nutrition and fitness plans.

- * Exceptional training - giving you all the tools to succeed throughout your career.

* An amazing bunch of people who genuinely want to support you and celebrate your wins.

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