

Telemarketing Executive

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Company: Support Revolution

Location: United Kingdom

Category: other-general

We have an excellent opportunity for a Telemarketing Executive to join our growing Commercial team. About the role: In this role you will be responsible for conducting telemarketing activities to generate leads and drive sales, maintaining accurate records of sales activities, and collaborating with the Sales team to enhance sales strategies and new business. As a highly self-motivated individual with excellent interpersonal and networking skills, you will play a crucial role in establishing and fostering relationships with potential customers while delivering consistent and exceptional results in line with expectations. This role is based remotely, so wherever you are in the UK you can enjoy the flexibility of working from home and at the same time achieving amazing results. What you'll be doing: No day is the same at Support Revolution, but you will find yourself getting involved in: Outbound Calling and Lead Generation: Initiate outgoing cold calls to secure appointments with prospects, while establishing the scope of the opportunity and identifying wider sales opportunities beyond the initial lead Customer Engagement: Answer inquiries about our service offerings, relate them to similar customers we have worked with, and effectively communicate the value of our products to potential customers Data Management: Accurately and efficiently enter customer information into company databases, ensuring transparency of all conversations and necessary actions required Lead Follow-Up and Sales Pitches: Maintain a list of potential leads, conduct subsequent sales pitches, and arrange follow-up meetings with prospects. Support Revolution Service Knowledge: Maintain a comprehensive working knowledge of our services, and stay updated on new onboarded customers and relevant company news Collaboration and Communication: Liaise with core

members of the Sales team to ensure prospective visits convert into new customers, recording all communication on Microsoft Teams and/or the CRM system

Consistent Performance: Deliver consistent results in line with expectations, meeting or exceeding defined KPIs and targets.

What we're looking for: To be successful in this position, we are looking for the following:

- Demonstrable experience in telemarketing or a similar capacity within a call centre environment, with a proven track record of taking ownership of similar responsibilities
- Highly self-motivated with exceptional interpersonal skills and the ability to work effectively with the wider team
- Strong networking skills and the ability to build relationships internally and externally by investing time in understanding our business
- Salesforce experience would be great, yet full training is provided so it is not essential.

Benefits and perks: In return, we provide full one-to-one training, covering scripts, delivery, sales techniques, along with comprehensive training on our CRM to ensure you are fully equipped for success in this role. This position offers an exciting opportunity to thrive in a targeted and fast-paced environment, taking ownership of Telemarketing opportunities, building long-term customer relationships, and contributing to the growth of our customer base.

Along those benefits we also offer:

- Salary:** £22k - £25k + uncapped commission
- 25 days holiday (rising to 30 days with length of service), plus bank holidays, plus your birthday off on us
- An additional annual leave purchase scheme
- Perkbox membership which includes access to discounts and cashback with hundreds of retailers
- Company contributed pension, a competitive sick pay scheme, and an Employee Assistance Programme
- Incredible length of service rewards including bonuses and paid sabbaticals
- Competitive company incentive programmes, including referral schemes
- Free eye tests and flu vouchers
- Regular reviews, training, and career progression to ensure that you have an exciting journey within our company! This includes access to our personalised online training portal
- Flexible working arrangements
- Company beer fridge (yes, free beer!)

A great company culture with regular online and in person social events.

About Support Revolution: Support Revolution believes that organisations are being held hostage by Oracle and SAP; paying too much for software support and maintenance and being forced into unwanted upgrades. Our mission is to cut our customers' Oracle and SAP maintenance costs in half, while providing a better quality of service and freeing them from the mandatory upgrade cycle. Our customers are then able to redeploy funds from maintenance to innovation - investing in their own future.

We are headquartered in Thatcham, UK, with offices in India, UAE, and the USA. We are a fun, energetic company that likes to reward hard-working employees. If you are ready to work with a high-growth organisation with a

unique twist, come and join the revolution! You can learn more about the company here, and you can read more about our amazing team here. Support Revolution does not receive or accept CVs sent by employment agencies, unless they are invited to do so by the Recruitment team. Any unsolicited CVs received will not be eligible for recruitment fees.

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