

**VACANCY TITLE**

Telesales Advisor

VACANCY NUMBER

000007

CLOSING DATE

Thursday 30th June 2022

SALARYSalary dependent on experience – please email cconcannon@swp.uk.net**THE ROLE**

This new role will involve building a rapport with new and existing customers to generate sales and up-sell our products. You should have strong telephone and customer service skills and be PC literate (Excel/Word) with a good all round administrative background.

Ideally, you will have some telesales or sales experience and the ability to deal with customers. You must be upbeat, go getting and strive to exceed targets and other KPI's. You should be a pro-active individual with a 'hunter' mentality who wants to do their best at all times, being enthusiastic, willing to learn, and have a strong work ethic which is essential for this role.

ROLE EXPECTATIONS

- Be an engaging people person, building effective customer rapport and offering a great service.
- You can lead by example and motivate yourself and others in your surroundings.
- Building effective relationships, which will contribute to the success through the deliverance of exceptional customer service.
- Qualifying and understanding the customer's needs, in order to sell the right products to meet their needs.
- Ensuring up to date product knowledge to adhere to customer expectations and queries.

KEY SKILLS

- Telesales Business Development
- Account Management Customer Service
- Administration Internal Sales
- Inbound/Outbound calls Lead Generation
- Strong negotiation skills

IDEAL CANDIDATE

- A background in delivering exceptional customer service standards in a sales or service driven environment (both face 2 face and telephone based experience can be considered).
- Possess a positive attitude to working as part of a team and on your own initiative.
- Motivated to achieve targets and goals, possess a 'can-do' attitude, and have an open-mind to learn from the best in the business.

Please complete the form at <https://specialisedwelding.co.uk/vacancies-apply> remembering to upload your Cover Letter and CV to apply for this role.