



TELEPHONE SALES EXECUTIVE / TELEPHONE ACCOUNT MANAGER

About telesales

Work in a sales environment is very often about working as part of a team, but it is also about working for your own reward. You will often find the sort of work you are involved in contributes to the wider success of that team in some way. Telesales is a results-orientated job, so you will be working to targets, goals and objectives, and you will be expected to deliver consistently and repeatedly. The rewards for success can be high though.

Overview of the job

Typically you will be in a busy office environment, working to deadlines and targets. In general telesales is highly structured, and requires you to follow a well-developed set of sales processes. Often you will follow a script designed to make sure you ask all the right questions. You will be responsible for commercial success of a range of products and services. It is not unusual for these to include high profile brands and products – familiar household names.

A good telephone manner and interpersonal skills are essential as you will be spending a lot of the time contacting clients and customers by phone, advising them on forthcoming products and discussing promotions. It is also likely that you will be involved in cold calling.

Your roles will also include:

- Negotiating terms of business, prices, specifications and closing sales
- Researching Markets and Customer Information
- Reviewing sales performance with your line manager
- Providing quotations and costs

Person Specification

Because you will be in contact with clients and service users constantly, good communication skills are essential. You need to be confident in communicating on the telephone, in writing and face-to-face. Good listening skills are as vital as the ability to talk.

Persistence, patience and a willingness to adapt to changing client demands will help you to succeed, as will an element of creativity and a willingness to think laterally.

Call us on 020 8570 1400 or email us at chalk.face@btconnect.com

A results-driven team player, it is likely that you will be looking for the reward and personal recognition that a successful sales career can bring.

You must also have a reasonable understanding of ICT and mathematical skills as you will be expected to be capable of drawing up documentation, using internal systems and calculating basic sales figures. Ability and willingness to follow processes and procedures is important.

Qualifications

Although there are plenty of courses available, there are no formal qualifications required for becoming a sales person, and no two sales people are the same. However, experience of dealing with people in a busy customer-facing environment will help you to understand the pace and pressure of a busy telesales operation.

You will be expected to produce 2 professional references as a minimum, from an employer, suitably qualified colleague or your last educational establishment. You may be required to undertake a CRB check.