

Job Title:	Hire/Sales Consultant	Job Category:	
Department/Group:	Sales	Job Code/ Req#:	CS
Location:	Farnborough	Travel Required:	No
Level:		Position Type:	Entry
Salary Range:	£21-£23k + Quarterly bonus	License Required:	No
HR Contact:	Michael Webb	Full/Part Time	Full time

#### Job Description

We have a fantastic opportunity within our internal sales team to work at our head office in Farnborough, the main focus of the role is to answer incoming calls from customers to take orders, upsell, answer inquiries and questions, handle complaints, troubleshoot problems and provide product information.

A background in construction or plant and tool knowledge would be advantageous although not necessary as full training is provided.

#### Main Job Tasks and Responsibilities of the Sales Consultant:

- answering a high volume of calls daily
- understand products and upsell where possible
- handle customer inquiries both telephonically and by email
- research required information using available resources
- manage and resolve customer complaints
- provide customers with product and service information
- enter new customer information into system to create accounts
- update existing customer information
- process orders, lease with other departments
- identify and escalate priority issues
- follow up customer calls where necessary
- document all call information according to standard operating procedures
- complete call logs
- produce call reports

#### Education and Experience

- proficient in computer applications such as, word, google doc's and outlook.
- knowledge of customer service principles and practices

- Happy to sell
- knowledge of call centre telephony and technology
- some experience in a call centre or customer service environment
- good data entry and typing skills
- knowledge of administration and clerical processes

**Key Competencies**

- verbal and written communication skills
- listening skills
- problem analysis and problem solving
- customer service orientation
- organizational skills
- attention to detail
- team work
- stress tolerance
- resilience

Working hours are Monday to Friday 7am to 5pm

Date