

Job Description - Tele Sales Representative

Job Ref HCL 101

Job Title Telesales Representative

Job Type Full-time

Location Office Based –Leader House North St Swords County Dublin

Salary EUR 20,500 p.a. + on target commission will make total salary of €30,000 p.a.

Principal Objective of Position

You have responsibility for growing and delivering on the agreed sales/volume and margin targets set for your assigned area while working with the rest of the North County Leader team to continuously deliver outstanding customer service and advertising excellence.

Key Responsibilities

1. Develop good relationships with colleagues building a working together approach in order to ensure delivery of the approved Sales Plan.

For your specific area:

- Deliver budgeted sales & margins as per the agreed annual Sales plan.
- Make the agreed number of weekly sales calls to existing and potential customers.
- Ensure that all relevant market information in your specific sales area is gathered, communicated & actioned so that new profitable sales are delivered.
- Identify new business opportunities within your specific area and take responsibility for personally closing those opportunities out.
- Review and implement in conjunction with your manager the most effective methods of approaching new customers (phone calls, mailings, e-shots etc.)
- Engage in up-selling/cross-selling other company products when appropriate

2. Delivering Excellent Customer Service

Working as a team you and your colleagues will drive a customer focused culture and ensure that:

- All customers enjoy an efficient, courteous, polite and helpful experience when dealing with North County Leader.

- All advertising orders are correctly taken and published in accord with the client's instructions.
- All client queries or complaints are resolved in a prompt and professional manner.
- Regularly review feedback from customers and team members and put in place initiatives to improve customer's satisfaction and loyalty.

3. Credit Control Management & Sales Administration

- Complete all sales transactions as per the agreed policy (cash, credit, account etc)
- Responsible for ensuring the credit control policy is adhered to for all new and existing accounts.
- Carry out internal credit checks on existing and new customers when required.
- Investigate and resolve queries promptly that are holding up payments
- Carry out all reporting activities (daily, weekly, monthly sales reports) according to agreed deadlines.

4. General

- To undertake any duties assigned by your manager which are consistent with the job holder's expertise and skills.
- While working within a set business structure it is important that a flexible approach is adopted.
- Take a proactive approach to supporting a Healthy and Safe work environment
- Commitment to undertake in training and up-skilling programmes as required by the company

5. Skills & Experience Required

Education

- Leaving Cert / GCSE or equivalent
- Full clean driving licence desirable but not essential

Experience

- Minimum of 1 year's work experience desirable but not essential
- Held a position which required time management
- Use to employing own initiative within a structured environment
- Demonstrates excellent interpersonal, relationship building, and communication skills.

6, The media business is a fast moving industry with ongoing customer interaction

The successful Candidate must

- Have high levels of personal and professional standards
- Be at one with the vision and values of the business

- Show a positive, can-do attitude, displaying a high level of enthusiasm, commitment & motivation.
- Have the ability to work with a high sense of urgency and to deliver to tight deadlines.
- Have an inquiring interest in and be capable of understanding relevant business developments
- Be capable of developing strong business partnerships
- Strive to achieve and surpass personnel and company goals and expectations.
- Work to support and develop a strong team morale by sharing successes and encouraging open communications and active participation in cross departmental meetings
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- Be aware of the ambassadorial role held on behalf for the business