

Telesales Executive

Overall purpose

Valpak is the leading provider of compliance and environmental services in the UK. The business has over 2000 highly satisfied B2B customers who enjoy a wide array of innovative services. This is an exciting opportunity to play an important role in Valpak achieving its growth target, working with and supporting our existing sales team continue to grow our business.

We are looking for someone sales oriented, with strong influencing skills to gain trust and energy, passion and drive for winning new business. The ideal candidate will be confident working in both a busy team environment and on their own initiative. Strong organisational and communication skills are imperative. Full training in all our services and in house systems will be given.

Line manager

Sales Manager

Key accountabilities

Responsibility	Objectives
Lead generation	<ul style="list-style-type: none">• The Telesales Executive will self-generate leads and opportunities, via telesales and internet research activity, and manage set lead sources• Obtain contact details of prospect customers from various sources• Contacting customers to follow up on initial interaction and ask questions to understand customer requirements and suitability for our services• Be fully aware of and actively promote Valpak's service offering, identifying and sourcing leads and ensuring leads are handed over to the appropriate team/person
Lead handling	<ul style="list-style-type: none">• Participate in customer recruitment and retention campaigns• Handle calls from prospective members or other customers• Identifying and sourcing leads and ensuring opportunities are handed over to the appropriate team/person• Collating feedback from events and follow up leads• Attend events as required to network and

Telesales Executive

	identify leads
Administration	<ul style="list-style-type: none">• Enter and update lead and opportunity information in the database• Supporting the sales team as required• Manage business intelligence and business generated leads in a professional and timely manner• Consider and implement process improvement where possible within the sales and lead processes

Key areas

- Ensure that a high level of customer service is delivered at all times
- Be fully aware of and actively promote Valpak's service offerings
- Maintain knowledge of Valpak's range of services and industry developments
- Ensure a high standard of accuracy is achieved for all member details
- Ensure administrative tasks are carried out in an accurate and timely manner

Skills

- Demonstrable success in telesales or sales
- A strong influencer with first class communication skills
- Self-motivated and resilient
- Customer focused with drive to provide the highest level of customer satisfaction
- Capability to multitask, prioritise and manage own workload
- Positive, proactive, enthusiastic and approachable
- Excellent interpersonal skills
- Able to pick up new skills and knowledge quickly and learn and develop in an ever changing company
- Educated to a degree level or equivalent

Contact us

For more information please call 03450 682 572 or email careers@valpak.co.uk