

JOB TITLE: Telesales (Indirect)

ACCOUNTABLE TO:

Sales Manager – Channel

JOB DESCRIPTION – Key Purpose of Role:

To work closely within the Channel Sales Team in order to deliver against the Business Plan, achieving sales plan revenue and net profit.

Effective use of management system and customer contact management

VALUES:

To be guided in all actions by a commitment to Box Values acting with professionalism and integrity at all times

DUTIES / KEY TASKS:

1. To actively develop and manage sales to allocated base

Knowledge

- Excellent knowledge of the EPoS Channel
- Gains market insight in order to identify potential business opportunity
- Awareness of customer activity across the Channel business
- Understands customer requirements and good knowledge of customer profiles
- Good awareness of competitors and products
- Understand the Sales process
- Knowledge of Product and services in order to identify business value-add opportunities
- Awareness of strengths and limitations in the supply chain
- Telesales Practices and Techniques
- Best practice and best fit initiatives in telesales
- Financially aware
- IT – Access Dimensions and Super Office
- IT – Microsoft office suite

Skills

- Able to extract information from various sources in order to gain an understanding of customer requirements and assist with forecasting
- Able to communicate information into the field activity effectively (2-way) targeting key decision makers
- Excellent telephone manner
- Able to develop and apply structured call planning
- Promotes company marketing campaigns
- Resolves any query regarding any payment terms through appropriate use of internal company resources
- Provides feedback to management regarding customer needs
- Maintain accurate records relating to customer history
- Able to handle daily sales and product enquiries
- Develop and maintain customer profiles
- Develop action plans and visit plans
- Deal with leads effectively and in accordance with work instructions

LEVEL OF AUTHORITY

Seek deviation from GM when the need dictates through collaboration with the Sales Manager (Channel). Communicate with customers at all levels. Liaise with internal departments as required to meet agreed objectives.

2. Maintain sales revenue in accordance with agreed pricing policy

Knowledge:

- Develops in-depth account knowledge to uncover opportunities
- Understands the company's gross profit requirements
- Awareness of new products and service offerings
- Up to date training on new products
- Understands competitor constraints
- Complete understanding of Box business strategy to identify opportunities across complete company portfolio

Skills:

- Delivers sales against monthly targets
 - Recognises opportunities for higher margin/lower volume and lower margin/higher volume sales
 - Able to promote and increase awareness of company portfolio through regularly contact
 - Identifies opportunities for further development with sales
 - Maintains business not necessarily based on lowest price
 - Builds relationships
 - Works to deadlines
- Able to negotiate effectively

LEVEL OF AUTHORITY

Liaises with Sales Manager to negotiate during competitive situations within limits of gross margin percentage acceptability.

3. In conjunction with Customer Services, carry out necessary administrative tasks in accordance with Box Management System

Knowledge:

- Knowledge of bespoke company IT systems(Access Dimensions/Super Office CRM)
- Understands timelines/availability of products
- Good knowledge of Management
- Aware of operational constraints and limitations specifically with regard to the timely supply and delivery of product

Skills:

- Numerate and able to work to prescribed margins
 - Can work to deadlines
 - Good keyboard with Customer Services to resolve any queries regarding support, delivery or payment terms
 - Able to maintain accurate customer records through the used of IT and company systems
 - Able to extract and update information
 - Accurate input of data from orders etc
- Assists in development and applies Work Instructions applicable to the role

LEVEL OF AUTHORITY

Liaise with Customer Services and other internal departments when directed to ensure availability of resource to meet specific customer requirements

4. Understand and apply the appropriate processes, policies and standards within the company management systems

Knowledge

- Excellent understanding of the processes, policies and standards required to perform at a satisfactory standard
- Overall knowledge of the Management System
- Good working knowledge of Access Dimensions and CRM
- Aware of the company H&S Policies and procedures
- Understands the company HR Policies and procedures

Skills

- Able to create and follow work instructions
- Able to recognise areas for improvement (not necessarily specific to individual responsibilities) and feedback to manager
- Deals with complaints in a timely and effective manner
- Responds to non-conformance observations positively and implements the necessary corrective actions
- Maintains accurate and up to date records as required
- Adheres to H&S and HR policies and procedures, recognising individual responsibilities

LEVEL OF AUTHORITY

Takes ownership for own actions. Seeks guidance and support from HR and Management as required.

