

Job description: Telesales

As a telesales operator you'll be contacting potential customers by telephone. Your job is to inform them of what PSS do and to gain a phone / or face to face appointment for Account Managers to go in and find out more of their Training and Development needs.

Your working day will be spent on the phone making a minimum of 60 calls a day based on a simple script.

During each phone call, you're likely to:

- Describe what PSS company offer
- Find out if PSS can support with any training need
- Organise / book a phone / face to face appointment to discuss company training needs
- Inform of any special offers
- Gather and document information about the customer.
- Enter your notes into a computer, including dates for follow up calls using ACT

The work needs to be fairly fast paced and intense, and you have only a short amount of time to build rapport with customers and explain the features and benefits of the product.

Hours and Environment

Monday – Friday 8.30am – 5.00pm

You'll work in an open plan office, with a sectioned workstation containing a computer and telephone headset.

Skills and Interests

To be a telesales operator you'll need:

- Excellent communication and listening skills
- A polite, confident and friendly manner
- Initiative
- Confidence using computers. Knowledge of database software and ideally ACT.
- To enjoy working with customers and building relationships.
- A positive attitude.
- Flexibility and quick thinking.
- Perseverance and the ability to respect customers' answers.
- Good knowledge about all the company's products and services.
- To be well-organised and thorough, even under pressure.
- To enjoy working within a target-driven team environment.
- To understand and comply with the legislation relating to direct marketing.

Entry

There are no set entry requirements. Sales technique and personality are more important than academic ability.

The role is to be offered on a three month trial basis with full time status offered on successful completion of targets

Long term opportunities in Account Management are available to the right candidate

Training

Full training is provided in-house.

Annual Income

Starting & trial period £6ph