

JOB DESCRIPTION

| | |
|----------------------|--------------------------------|
| Job Title: | Telesales Executive |
| Department: | Sales |
| Reporting to: | Head of Managed Print Services |
| Location: | Basildon |

Objective: To acquire, develop and maintain business within existing and new accounts in the small to medium business market sector.

RESPONSIBILITIES:

1. To find new business opportunities and convert new customers by offering Cura Technical portfolio of services. This is to be done partly through developing relationships with existing customers but primarily through prospecting new clients.
2. To develop relationships with the clients that are assigned to you to further the goodwill attached to the company name.
3. To promote the various service offerings that Cura Technical offer, such as ad-hoc calls, annual maintenance contracts, click maintenance, new machine sales, consumables and parts.
4. To renew existing maintenance contracts, and maintain existing run rate of business
5. Work and liaise with allocated Sales Administrator to ensure daily tasks are fulfilled such as invoicing, reports, customer complaints/queries and quotes are dealt with.
6. Specific General Duties:
 - I. Arrange new business opportunity appointments for BDM to attend.
 - II. Account management of existing clients
 - III. Process calls that have been placed in Cura telesales log.
 - IV. Updating intranet ACT or company appointed database with all relevant details of each client.
 - V. Document and action customer escalations/complaints.
 - VI. Manage mail shot campaigns in your allocated regions.

All the above duties and responsibilities are geared towards achieving the maximum person effectiveness. There will be firm targets against which your performance will be gauged. The prime objective will be met when total sales in the area equate to the forecasts prepared and the targets set for the area. Actual sales performance will be reflected, of course, in commission earned.

With regard to measurement of, performance will be considered satisfactory when (a) all records of existing and prospective customers are up to date with full information on names, initials and position of contracts name of secretary and contain a call Record specifying in all cases the date of purpose of the next call; and when (b) the prospective customer records

can be used to produce a forecast of expected business which is subsequently proved to be accurate. This data will be measured on ACT our CRM system.

This outline is not part of the contract of employment. It is a guide to the duties and responsibilities of the post at a point in time and will evolve as the requirements of the company change.