

JOB DESCRIPTION

Job Title:	Outbound Call Advisor
Reports to:	Immediate report: Outbound Call Supervisor Management report: National Sales Manager and Customer Services Manager
Main Purpose of Job: <ul style="list-style-type: none"> Follow the call list programme to new customer contacts to collect Company information, incentivise initial orders and ensure timely follow up. Ensure regular communication is in place with PenCarrie's smaller customers to ensure customer satisfaction is maintained and encourage increased sales and loyalty. Identify prospective new business contacts, the majority of whom do not warrant a visit from a Sales Executive, and then research to initiate contact and potential opportunities for proactive selling. 	
Main Responsibilities: <ol style="list-style-type: none"> Follow the customer call list programme contacting both existing and prospective new customers and maintain the customer database with information gained through calls including type of business, spend patterns etc to keep records complete and up to date. Undertake any relevant administration duties to ensure the smooth running of the Outbound Call operation. Handle initial calls for smaller customers who don't warrant a Sales Executive visit escalating any greater issues to the Outbound Call Supervisor. Help to grow and develop new business and increase existing accounts through both regular contact and follow up of promotions and supporting marketing activity, and also by pursuing fading accounts. Research required information to enable effective calls to be made to both new and prospective business opportunities. Review and refine research information to identify sound potential business and growth opportunities to cascade to the Outbound Call Supervisor for action both within the Outbound Call Team and the visiting Business Development Team. Identify and escalate priority issues, concerns or opportunities to the Outbound Call Supervisor. Take on full Customer Service Advisor training to support the rest of the department at key times if required. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked. 	
Knowledge, skills and experience required: <p>Essential</p> <ul style="list-style-type: none"> Extensive experience of working in a telephone sales environment and handling outbound calls, ideally to both known and new contacts. 	

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- Hands on experience of working with call centre systems, numerical data and metrics.
- Excellent telephone manner.
- Knowledge and/or experience of Customer Service principles and practices.
- Good working knowledge of Microsoft programmes.
- Flexibility to cover shift patterns as required (occasional late shifts) Monday to Friday 9.00am – 5.30pm with an hour break, and one shift a fortnight 11.30am – 8.00pm with an hour break
- Able to read and interpret detailed numerical data and maintain both numerical and written reports and databases.
- Ability to build lasting customer relationships.

Desirable

- Previous experience in a similar role
- Experience in a B2B sales environment

Competencies:

Customer Focus

Is committed to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Peer Relationships

Can quickly find common ground and solve problems for the good of all involved; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is co-operative; easily gains the trust and support of peers; encourages collaboration; can be candid with peers.

Patience

Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgements and acting; waits for others to catch up before acting; is sensitive to due process and proper pacing; follows established process.

Integrity and Trust

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain; is discreet.

Time Management

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Interpersonal Skills

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Relates well to all kinds of people, peers, managers, direct reports, inside and outside the company; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.

Drive for Results

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; focused on the bottom-line; pushes self and others for results.

Composure

Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Attention to detail

Thoroughness in completing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently.

Initiative

Does things that no one has requested in order to improve or enhance products and services, avoid problems, or lead to new business opportunities. Plans ahead for upcoming problems or opportunities and takes appropriate action.

Key Contacts:

Internal: Outbound Call Supervisor, Outbound Call Team, Customer Services Manager, National Sales Manager, Customer Service Team, Business Development Team, Marketing,
External: Customers, suppliers, potential new business

Prepared by:

Name: HR

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