

JOB PROFILE/ROLE DESCRIPTION

| Job Title: | Sales & Service Adviser | Date: | May 2006 |
|--------------------------------|---|-------|----------|
| Overall Job Purpose: | To effectively communicate, advise, sell and provide the correct service to our customers whilst adhering to compliance standards and company policies. Work to achieve specific targets relevant to the role whilst working to meet and exceed all customer requirements. | | |
| Reports to: | Sales & Service Team Manager | | |
| Level: | 4 | | |
| Approved Person Role: | No | | |
| T&C Scheme: | Yes | | |
| Key Responsibilities: | <ul style="list-style-type: none"> ▪ Meet individual sales and add-on targets ▪ Meet individual service level targets ▪ Provide top quality service to all customers and act to resolve any issues as a matter of urgency ▪ Minimise errors and complaints by adhering to operational processes (get it right first time) Follow the complaints process when required ▪ Fully adhere to and ensure all customer contact/calls are compliant and are in accordance to the operational call structure and the sales & service process ▪ Maintain own competence as advised by the company T&C programme which will be supported by the Team Manager | | |
| Other Activities: | <ul style="list-style-type: none"> ▪ Being flexible to assist the business when required ▪ To assist and support other departments when required ▪ Depending on experience and to promote a culture of development, you may be asked to deputise in the absence of the Team Manager to support and run the team | | |
| Experience and Qualifications: | <ul style="list-style-type: none"> ▪ Preferably a minimum of 3 Grade Cs GCSE's or equivalent level ▪ Minimum of one year's work experience, ideally in a customer-facing role | | |
| Key Skills and Behaviours: | <ul style="list-style-type: none"> ▪ Good communication skills with customers and within the team and department ▪ Good adherence to company standards of conduct and performance in every instance both internally and externally ▪ Adherence to company business standards, rules and regulations at all times ▪ Ability to work well under pressure of high volumes ▪ Positive work ethic in terms of commitment to the Company, attendance levels etc. | | |
| Other Role Requirements: | <ul style="list-style-type: none"> ▪ This position requires a strong focus on generating new business sales and providing all customers with excellent customer service ▪ To enjoy talking with customers and to have fun whilst achieving targets. ▪ To be confident and open and to share ideas with the team. ▪ To be hungry for success and development. | | |