
GRADUATE UNIFIED COMMUNICATIONS CONSULTANT

Unified Sales

Full Time

Market Harborough

SUMMARY

Welcomm are looking for a graduate with a keen interest in sales to fulfil our Unified Communications Consultant role. The successful candidate will be responsible for proactively winning new business through Welcomm's existing customer base and new prospects in targeted market segments. This role will predominantly promote the growing portfolio of Welcomm's Unified products and services as well as seeking opportunities to cross sell other products and services that Welcomm offer. You will need to generate your own opportunities through referral leads, networking events, lead generating calls and working closely with our existing base Account Managers. The ability to build successful, professional relationships with existing and potential customers will build customer rapport, driving the individual to secure sales within a targeted environment. This role benefits from an incremental basic salary structure from £18,000 to £25,000 per annum.

KEY RESPONSIBILITIES

- Identify and sell profitable business solutions and services in order to achieve quarterly sales targets.
- Build relationships with customers from introductory call through to completion.
- Analyse customer needs to identify solution, collating relevant information to formulate accurate customer solution.
- To consistently achieve minimum KPI (Key Performance Indicators) standards set by the Company.
- Close sales and obtain signed orders in line with Company guidelines.
- Become a "unified" expert within the Company promoting all products and services internally and externally.
- Assisting the Unified Sales Manager with prospecting through mailshots, customer sales meetings and Social Media where applicable.
- Build strong relationships with the Unified Team members and external suppliers.
- Develop long term relationships with customers to ensure repeat sales opportunities.

- Maintain a great CSI (Customer Satisfaction Indicators) score ensuring customers are impressed with the Welcomm service and pass on any feedback/issues from this.
- Create a continuing growing sales pipeline and produce accurate forecasting figures to the Unified Sales Manager.
- To communicate effectively with decision makers and represent Welcomm professionally.
- Carry out cold-calling tasks to be able to obtain referrals from current Welcomm customers.
- To liaise regularly with mobile sales team for potential cross sales opportunities.
- To update all internal/external customer details, communication and potential sales opportunities on the CRM database.
- Record sales orders using best practice.
- Produce activity and sales reports to the Unified Sales Manager.
- Match and exceed the level of retained profit required on a monthly/quarterly basis.
- Manage job orders from acquisition to implementation. This requires continuous communication to customers to ensure they are aware of the progress being made.
- To be responsible for own development plan, identifying areas that could be strengthened and seeking solutions or methods to address those areas.
- To feedback any market or supplier information that may be of interest to the company.

PERSONAL ATTRIBUTES

- Ability to self-generate business and build a sales pipeline.
- Must have a great interest in sales.
- Customer focused.
- Well presented with a positive, proactive and professional approach.
- Confident and influential communicator at subordinate, peer and management level.
- Sense of responsibility and integrity.
- Be conversant with Sage CRM system.
- Ability to manage difficult situations and the stress associated with them.
- Good attendance and timekeeping.
- Must have good literacy knowledge and skills in Microsoft Word and Excel.
- Confident, results driven and able to function independently or as part of a team.
- Strong communication, time management and organisational competencies are necessary to maintain customer satisfaction.
- Succinct analytical skills to identify customer needs and be able to propose a solution of benefit to the customer.

DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.