
NEW BUSINESS SALES EXECUTIVE

New Business Sales Department

Full Time/Part time

Market Harborough

SUMMARY

The New Business Sales Executive will be responsible for generating new business and sales appointments through contacting Welcomm existing Customers and new business prospects in targeted market segments. This role will suit a self-motivated, resilient and organised individual; who possesses excellent communication and influencing skills and is very customer focussed and positive.

KEY RESPONSIBILITIES

- Make a minimum of 70 contact calls per day to targeted existing and new customers to sell the Welcomm energy renewals service and 1-4 handset mobile deals and/or gain appointments for new mobile 5+ handset deals, unified products and digital products.
- To close energy deals and mobile 1-4 handsets deals, and generate qualified sales appointments (£150 GP per appointment), to obtain a minimum of £3000 Gross Profit per month (Staggered at £2000 for month 1, £2500 for month 2 and rising to £3000 per month thereafter).
- To obtain contract end dates for energy/mobile/unified contracts from 10 company's per day.
- To manage any Welcomm energy renewals for interested customers and communicate savings and details to the customer in a professional and efficient manner.
- To issue quotes for mobile 1-4 handset deals in a timely manner.
- To close any energy renewals and mobile 1-4 handset deals sales (using the Customer Service Team for to produce proposals where applicable) ASAP.
- To process any signed contracts on the portal for energy or pass to the Customer Service Team for mobile deals in a timely manner.
- Become a "New Product Expert" within the Company promoting new products to internal customers (sales teams) and external customers.
- Assisting the Sales Manager with prospecting through mailshots, customer sales meetings and LinkedIn activity.
- Build strong relationships with other Welcomm Team members and suppliers.
- Develop long-term relationships with customers to ensure repeat sales opportunities.
- Maintain a high CSI score - Regularly keep in contact with customers to ensure they are happy with the Welcomm service in order to achieve a CSI score over and above 70%.
- Record any internal or external customer contact on the CRM database.

- Pass on any customer feedback and/or issues to the Sales Manager.
- Produce daily activity and sales reports for the Sales Manager.
- 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

- Customer Focused.
- Good communication skills.
- Well presented with a positive, proactive and professional approach.
- Confident and influential oral and written communicator at subordinate, peer and management level.
- Team player.
- Computer literate: Word processing and Excel spread sheets.
- Sense of responsibility and integrity.
- Ability to manage difficult situations and the stress associated with them.
- Good attendance and timekeeping.
- Be conversant with the CRM system.
- Resilience.
- Determination.
- Attend any internal meetings outside of normal office hours as and when required.
- Demonstrate knowledge, skills, good judgement and integrity in doing your job.
- Listen and provide solutions diligently and promptly.
- Be answerable and responsible for decisions and actions.
- Serve with motivation and dedication.
- Work together to achieve a common goal with all teams and colleagues.
- Be creative and go the extra mile to deliver results.
- Be humble and polite.
- Provide a quality and efficient service to our customers.

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.