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# NEW PRODUCT SALES ADVISOR

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***Energy Department***

***Full Time/Part time***

***Market Harborough***

## SUMMARY

The New Product Sales Advisor will be responsible for new business development contacting both existing Welcomm Customers and new prospects in targeted market segments. This role will suit a self-motivated and organised individual who possesses excellent communication and influencing skills and is very customer focussed.

## KEY RESPONSIBILITIES

- Make 30 contact calls per day to existing and new customers to sell the Welcomm savings review service and new products
- To obtain commitment to a minimum of 5 savings reviews/orders per week
- To issue a minimum of 5 proposals per week
- To manage the Welcomm savings review process for interested customers and communicate savings to the customer in a professional and efficient manner
- To close the sale as soon as possible
- To forward any signed contracts to the administration team 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
- Upselling Welcomm Group products and services to customers wherever possible and passing on any opportunities identified promptly to the relevant Welcomm Department
- 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 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 Sage CRM system
- Resilience
- Determination
- Attend any internal meetings outside of normal office hours as and when required.

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.