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# UNIFIED COMMUNICATIONS CONSULTANT

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***Unified Sales***

***Full Time***

***Market Harborough***

## SUMMARY

Welcomm are looking for an individual 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 the Company's product sets including Mobile, Data, Telephony, Mobile Device Management 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.

## KEY RESPONSIBILITIES

- To identify and prospect potential Business customers. This will include the following: outbound telemarketing / direct mail & eMarketing / face-to-face/ telesales / social media
- Ensure all customer details (prospect and existing) and communications are correctly entered and kept up-to-date on CRM
- To promptly follow up all sale leads, record activities and outcomes on CRM
- To be fully prepared for all customer meetings. This would entail the following: complete company background research / basic understanding of core business / agreed agenda / make good use of support materials and resources available
- Analyse customer needs in order to identify solutions to a problem. Collate information (airtime bills etc.) to formulate customer solution, communicating proposals via digital resources
- Facilitate customer introduction and ensure smooth transitions to in house Key Account Managers on or around 90 days of customer contact

- Sell Mobile, Fixed, Digital and Hosted suite of solutions in line with Welcomm business sales strategy
- Develop and articulate an in-depth understanding of the assigned territory and the businesses and opportunities within
- Work in conjunction with the Marketing Team to create and utilise effective and productive business collateral
- Self-generation of opportunities
- Networking and building referral relationships to generate opportunities within the territory
- Proactively engage and manage referral programmes
- Attend regional Marketing events
- Attend team meetings, briefings and sales training as and when required
- Ensure familiarity with and adherence to all processes and procedures within Welcomm, including reporting, systems, CRM system etc
- Develop excellent relationships with all external and internal customers
- Deliver outstanding customer experience
- Develop and build a pipeline through: Quality: Customer satisfaction and seamless handover of accounts
- Regularly cleanse and accurately maintain opportunity and pipeline information and adhere to CRM usage guidelines and KPI's
- Achieve connection, profit and KPI (Key Performance Indicator) based targets

PERSONAL ATTRIBUTES

- Ability to self-generate business and build a sales pipeline
- Must have a great interest in sales
- Must have a full, clean UK driving license
- Commercially minded and highly numerate
- Customer focused
- Well presented with a positive, proactive and professional approach
- Confident and influential communicator at subordinate, peer and management level
- 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
- Demonstrating knowledge, skills, good judgement, and integrity in doing your job
- Listen and provide solutions diligently and promptly

- Be answerable and responsible for your decisions and actions
- Serve with motivation and dedication
- Ability to work within a team to achieve a common goal
- 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.