

Job Description

Job Title:	Sales Executive
Reporting to:	Sales Manager
Salary:	Negotiable
Contracted hours:	37.5 per week
Contract type:	Temporary (6 months with possibility of extension)
Conditions:	Office based. Monday – Friday 9am-5pm

Main responsibilities

The post holder will be responsible for delivering the business goals and sales targets through increased uptake of the Childcare Voucher scheme. The role will involve contacting potential and existing employers.

Specific Duties

- Achieve revenue targets through new client acquisition and client account management.
- Identify prospects and carry out high volume telemarketing campaigns.
- Influence the customer by identifying needs, matching benefits, overcoming objections and negotiating effectively.
- Be fully conversant on how new clients place their orders and be able to demonstrate the online system.
- Ensure all sales, prospect and organisation information are recorded in full.
- Use all sales tools available to demonstrate proven value and secure business.
- Be fully knowledgeable of the complete portfolio of services on offer.

Communication, Personnel and Organisational Development

- Keep up-to-date with market trends, competitor information, prospect information and any changes in law and government policies that may impact on business.
- Record and maintain database with all client information and sales activity, building a pipeline of income.
- Adhere to company internal customer service standards in terms of telephone greeting and manner, written communications, agreed response times etc. at all times.
- Engage in prompt and full communication both within your own team and across teams to ensure the highest level of customer service at all times.
- Demonstrate a professional, enthusiastic, pleasant and warm manner with all clients and colleagues.

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- Undertake any other duties as requested by your line manager or any other member of the Senior Management Team.
- Participate actively in staff and team meetings to update and share information with colleagues.
- Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same.
- Acquire and retain in-depth knowledge of existing and new company services.
- Take ownership of own training and development by putting forward personal training needs, undertake such training as is required to meet these needs and fully utilise all training and support materials which are available.
- Become familiar with the general duties of other staff and assist with other duties as required.
- Train colleagues in general duties of post in order to ensure organisation has adequate cover in times of need.
- Undertake any other reasonable duties appropriate to the achievement of the organisations goals and targets.

Information Security

- Comply with the organisation’s Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality.

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

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