

Personnel Specification

The Personnel Specification shows essential skills, abilities knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

Job Title: Sales Executive

Factor	Essential Criteria
Qualifications and Experience	<ul style="list-style-type: none"> • A good standard of education to include GCSE English and Maths Grade C or above (or equivalent) • A Minimum of 2 years' full time paid work experience gained during the last 5 years of general administration to include a minimum of 1 years' experience of direct customer service either face to face or by telephone. • Minimum 1 year experience of high volume Tele-Marketing • Minimum 1 years' experience working in an outbound telephone sales environment • Demonstrable record of getting in touch with key decision makers • Computer literate to include extensive use of internet, Microsoft packages including Outlook, Word and Excel, and databases.
Skills and Aptitude	<ul style="list-style-type: none"> • Candidates must have a confident and outgoing phone manner, be able to build rapport with customers in a professional manner and have experience in fact finding and consulting with customers, objection handling and closing. • Excellent verbal and written communication skills • Excellent organisation, planning and time management skills including ability to prioritise workload and work to strict deadlines. • Good administrative skills including ability to maintain and update records and files, both paper and electronic.

	<ul style="list-style-type: none"> • Resilient approach to overcoming barriers to sale • Proactive with ability to use initiative in problem resolution • Self-motivated and result focused approach • Ability to self-critique • Excellent interpersonal skills, with ability to build constructive working relationships with colleagues and clients
Knowledge and Understanding	<ul style="list-style-type: none"> • An understanding of the work and vision of Employers For Childcare Charitable Group
Special Circumstances	<ul style="list-style-type: none"> • Ability to work flexible, unsocial hours and to travel throughout Northern Ireland, UK and elsewhere at times demanded by the job • Full UK driving licence and access to reliable transport