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| **ROLE Title:** | **Telesales Advisor – Inspection Services**  | **DAte:** | **October 2022** |
| **GRADE:** | **Band 6** | **Business Unit:** | **SMR** |
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| **Role** | **Key Responsibilities:** | **Skills / Knowledge / Experience:** | **Competencies / Values** |
| **Role Purpose**:Work in a sales contact centre environment receiving inbound calls from customers looking to have a vehicle inspection. Demonstrate exceptional customer service skills and product knowledge to match the right product to the customer’s needs, selling the benefits of the product, converting the enquiry into a sale.**Role Dimension:**Achieve individual & team sales targets whilst contributing to the overall department success and year on year growth.**Reports to:** Team Manager**Relationships****Internal:**Field-based Technicians Department operational support & planning colleaguesCustomer CareGarage network teamConsumer Roadside colleagues**External:**RAC members/non membersDealerships & Garages | * Identify and convert Vehicle Inspection sales opportunities in order to achieve and exceed sales targets
* Maximise opportunities to exceed sales targets through varying contact strategies e.g. outbound calling to previous enquirers or following up web-based enquiries
* Provide a consistently high level of service to all customers in order to meet their needs and maintain RACs’ image as a professional and customer centric organisation
* Work as part of a team, sharing knowledge, experience and best practice to support colleagues and ensure we deliver consistency in service.
* Commit to and achieve all departmental performance related targets (sales and service)
* Manage customer objections by positioning benefits of product to save the sale
* Keep up to date with product knowledge, essential learning and FCA compliance.
* Have a continuous improvement outlook and be proactive in sharing ideas to contribute to growth of department.
* Provide cover for other roles in the department as and when required to ensure resource meet demand for the different activities
 | **Skills & Knowledge:*** Experience in a sales and customer service orientated environment would be advantageous
* Driven to achieve team/ individual sales and service targets
* Positive mindset to overcome rejection and believe each call can result in a sale
* Resilient, can work under pressure and confident to make decisions
* Strong administration and organisation skills
* Attention to detail
* Effective communication and interpersonal skills
* Articulate with a professional telephone manner
* Problem solving skills
* Competent in all Microsoft Office applications

**QUALIFICATIONS**:* NVQ level 2 administration/customer service (desirable)
 | **Competencies**Interpersonal & Influencing Skills 2Continuous Improvement 2Judgement & Decision Making 3Customer Focus 3Achievement Drive 3Developing Self & Others 2**Values****Handle it Together**Cares about impact on others, shares ideas and positively challenges others**Exceptional Service**Has best interests of colleagues and customers at heart, goes the extra mile to enhance customer experience, understands business strategy**Raise the Bar**Driven and ambitious, challenges self and others, continually learning**Own It**Leads by example, trusted to achieve right outcome, passionate and committed |