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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 colleagues  Customer Care  Garage network team  Consumer Roadside colleagues  **External:**  RAC members/non members  Dealerships & 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 2  Continuous Improvement 2  Judgement & Decision Making 3  Customer Focus 3  Achievement Drive 3  Developing 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 |