JOB PROFILE

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| **DEPARTMENT: Pre-Sales** | **POST TITLE: Multilingual Pre-Sales Advisor** |
| **SALARY:** | **REPORTS TO: CX Team Manager** |
| **HOURS: 40 hours per week as per published rota.** | **RESPONSIBLE FOR: N/A** |

The following information is provided to help applicants understand and appreciate the general work content of their post and the role they are to play at Limitless Digital Group Limited (LDG). The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the salary has been established on this basis.

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| **Key Purpose of Post:** |
| The purpose of the role is to be the point of contact for potential and existing customers; answering incoming calls, web chats and emails professionally and providing an excellent customer experience.  We are looking for dynamic sales specialists who can support the growth across multiple websites, in various countries and their respective languages. The individual must have the attitude and aptitude to learn and develop and become an integral member of the team. You’ll be given training in our product ranges and brands to help you achieve this.  As well as supporting inbound contacts you will also be expected to communicate with new, trade and existing customers and third parties to develop and assist customers via email, web chat and telephone communications. You will be responsible for increasing sales revenue and profits across multiple brands, providing high levels of customer service and attention to detail, whilst supporting on going sales opportunities, Working in a team environment is integral to the role.  You will be the first point of contact from many of our customers and will need to provide high levels of customer service and attention to detail, whilst supporting on going sales opportunities. You will be responsible for increasing sales revenue and profits across multiple brands. This role also involves Account Management and opportunity development of our trade schemes. |
| **Main Responsibilities of Post:** |
| * Represent the company in a professional manner and protect its reputation when handling customer queries (via Phone, email and web chat). * Providing proactive account management of trade member accounts and outbound contact. * To deliver an exceptional customer experience, when handling customer queries (via phone, email and web chat) in a professional, courteous, and helpful manner, ensuring consideration of the customers preferred outcome. This will also include the provision of pre-sales product advice (up sells & cross sells) and basic technical troubleshooting. * To accurately create new sales and after-sales orders using the correct product codes. and prices via one of several different sales ordering systems based on understanding and confirming the customer requirement to maximise sales opportunities. * To take on any other responsibilities or tasks that are commencurate with the salary of the post and are within the employee's range of skills and abilities, whenever reasonably instructed. * To ensure compliance with all internal policies and processes, in particualry data protection requirements must be adhered to at all times, and customer data correctly and securely processed and retained. |

**PERSON SPECIFICATION**

A person specification is a profile of who could best perform the job; it describes the attributes, skills and experience which are required to successfully perform the role.

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| **Knowledge:** |  |
|  | **Essential/ Desirable** |
| * Commercially aware and keen to develop own business knowledge. * Knowledge of Microsoft Office including Word and Excel. * Knowledge of Magento, Numero, Solvitt or similar CRM and WMS systems. * Experience of home improvments / DIY in terms of Heating, and   Bathrooms.   * Knowledge of SalesForce * Self-development of sales and conversions skills and customer service   best practice. | * Desirable * Essential * Desirable * Desirable * Desirable * Desirable |
| **Experience:** |  |
|  | **Essential/ Desirable** |
| * Previous experience of working within a Sales/Account management / Customer Experience role. * Previous experience of working in a Contact Centre environment. * Previous experience of face to face Sales and Customer Service roles. * Able to work to targets/KPIs and prioritise work accordingly. * Previsous experience of selling to Consumers and small/SMB businesses. * Experience of following Call Centre SOPs , spesifically in terms of PCI compliance and Customer Service. | * Desirable * Desirable * Desirable * Desirable * Desirable * Desirable |
| **Qualifications:** |  |
|  | **Essential/ Desirable** |
| * 5 GCSEs C/Grade 4 or above to including English and Maths. Or, NVQ L2 or above in Customer Service | * Essential |
| **Skills & Ability:** |  |
|  | **Essential/ Desirable** |
| * Help to maintain the company website by reporting any change required to relevant departments. * Realising and taking opportunities to cross/up-sell products and delivery options. * Provide feedback and suggestions of any observations, and/or recommendations in relation to improvements that can be made to achieve objectives/KPIs/targets * Support new starters with familiarisation of systems and procedures. * Autonomy to make recommendations for approval by Pre -Sales Manager of suggested marketing campaigns to help facilitate achieving individual targets. * Support the Supervisors and Managers in all activities as and when required * Willingness to help other team members and share learning experiences. * Delivery of agreed call (inbound and outbound) and sales targets on a weekly and monthly basis. * Able to follow procedures to a high standard, persevering with work whilst maintaining high levels of attention to detail and quality of work. * Attending training sessions, retaining the knowledge given and using this to resolve customer enquiries and enhance the customer experience through the quality of advice provided. | * Desirable * Essential * Desirable * Desirable * Desirable * Essential * Essential * Desirable * Essential * Essential |
| **Communiation:** |  |
|  | **Essential/ Desirable** |
| * Native level of verbal, listening and written communication skills in relevant Language(s) with impeccable attention to detail. * High Level of verbal, listening and written communication skills in English. * You will be able to communicate clearly and effectively with a diverse range of people (both verbally and in writing). * You are able to explain things clearly and precisely to others. * Actively listens, shares information, and proposes suggestions and solutions; * You show respect and fairness when communicating, taking into account the feelings of others. | * Essential * Essential * Essential * Essential * Essential * Essential |
| **Behaviour & Personal Characteristics:** |  |
|  | **Essential/ Desirable** |
| * Forge good working relationships with other departments. * A self-motivated, positive, enthusiastic and pro-active individual who is able to work as part of a team. * A committed and effective team player with a clear customer focus. * A positive ‘Can do’ attitude towards all aspects of the role. * Loyal to Limitless Digital. * Leads by example and role models the values and behaviours that we expect at all times. * Build rapport and displays integrity at all times. * Treats everyone equally, with respect and dignity. * Enthusiastic and flexible team player with high expectations of self and others. * You will be able to adapt to new work challenges and situations, adopting a positive attitude to change. * Constructively challenges and accepts constructive challenge from others. * Resiliant & calm when under pressure, able to balance conflicting priorities and manage their time well. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential |