JOB PROFILE

|  |  |
| --- | --- |
| **DEPARTMENT: Pre-Sales** | **POST TITLE: Pre-Sales Advisor** |
| **SALARY: £10.50 per hour** | **REPORTS TO: Pre-Sales Supervisor** |
| **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.

|  |
| --- |
| **Key Purpose of Post:** |
| To be the point of contact for potential and existing customers; answering incoming calls, web chats and emails in a professional and courteous manner, ensuring the provision of an exceptional customer experience.  A dynamic sales specialist who will support growth across multiple websites, in various countries and their respective languages. The individual will demonstrate an attitude and aptitude to learn and will be an integral member of the team.  As the first point of contact for many of our customers, you will deliver high levels of customer service and attention to detail, whilst increasing sales revenue and profits across multiple brands. |
| **Main Responsibilities of Post:** |
| * To deliver an exceptional customer experience, when handling customer queries (via phone, email and web chat). * To be proactive and seek out opportunities to enhance the customer experience, ensuring all information is accurately recorded in accordance with process and system requirements. * To ensure customer enquiries are effectively resolved to minimise future contacts. * To provide accurate and helpful Pre-Sales product advice (up sells and 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 correctly understanding and confirming the customer requirement to maximise sales opportunities. * To effectively respond to and resolve customer queries specifically for Marketplace customers. * To take on any other responsibilities or tasks that are commensurate with the salary of the post and are within the employee's range of skills and abilities, whenever reasonably instructed. |

**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.

|  |  |
| --- | --- |
| **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 improvements / DIY in terms of Heating, Lighting and   Bathrooms.   * Self-development of sales and conversions skills and customer service   best practice. | * Desirable * Essential * Desirable * Desirable * Desirable |
| **Experience:** |  |
|  | **Essential/ Desirable** |
| * Previous experience of working within a Sales/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. * Experience of following Call Centre SOPs, specifically in terms of PCI compliance and Customer Service. | * 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** |
| * Willingness to help other team members and share learning experiences. * Able to follow procedures to a high standard, persevering with work whilst maintaining high levels of attention to detail and quality of work. * Able to identify issues and to apply the appropriate resolution. * Able to work effectively on own initiative as well as part of a team. * Able to negotiate and influence others to achieve the required outcome. * IT literate, including knowledge of spreadsheets and word packages. * Good attention to detail whilst delivering high quality work. * Excellent interpersonal skills across all methods of communication. * High quality written ability to produce information in a clear and concise format. * Highly organised and efficient. * Effective verbal and written communication skills. * The ability to work quickly and accurately on a variety of tasks. | * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential * Essential |
| **Communication:** |  |
|  | **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. * Resilient & 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 |