

Telephone Sales Advisor - Poole Sales Team

We are looking for self motivated and driven individuals to join our successful telephone sales team.

Based in our office in Poole, the successful candidate will be responsible for gaining and encouraging sales over the telephone.

This role would ideally suit candidates with experience in making outbound calls in telesales or business development environments, or with previous call centre experience, although candidates with potential and an aptitude for the role will also be considered.

The Sales Advisor's primary responsibilities include:

- Responsible for a portfolio of existing customers, working to enable growth in trade and sales, and to maintain and improve long term relationships
- Proactively contacting the designated customers, in order to sell products and grow business - no cold calling
- Looking for opportunities to up sell and cross sell our expansive portfolio of products
- Negotiate, apply and manage multi level price structures for your customers
- Responsible for product pricing, negotiating terms and pricing
- Taking incoming customer calls, processing sales and dealing with enquiries
- Answering questions about products and pricing
- Maintain and update customer information using our CRM systems while maintaining the highest level of integrity, customer confidence and satisfaction through regular contact.

What we're looking for

- Previous outbound call centre or telesales experience
- confidence and the ability to communicate clearly and effectively
- an ability to learn new skills quickly including adopting new processes and technology
- an ability to think on your feet and adapt to different situations
- To have the ability to ask open questions, listen and close
- a good listener, who can show patience and adapt their behaviours to suit different callers

What we can offer you:

A Comfortable, family-like team place, where support and encouragement exist.

As well as support, direction and guidance throughout your time in this role, we are always looking for great people to develop and progress through the business.

About us:

We are committed to simply delivering more for our customers through reliability of service and friendly and professional staff. Primaflow F&P are the UK's largest plumbing, heating and bathroom wholesaler, supplying over 8,000 customers with over 20,000 products. Offering independent merchants and retailers a one stop shop, extensive delivery service solution to support their business.

Additional Benefits & Information

- ★ 22 days annual leave to start (pro rata dependent on start date)
- ★ All bank holidays are non working days
- ★ Set hours, no shifts or weekend work
- ★ Xmas shutdown
- ★ Monthly bonus or Annual profit share scheme (TBC)
- ★ Small, friendly working environment, but supported by major national group
- ★ Free parking, Free coffee...and cake sometimes too!!

To apply for this opportunity, please send your CV and covering letter to andrew.sturdy@primaflowfp.co.uk