

SALES EXECUTIVE

Business function: Sales Support

Closing date: 01/08/19

Reports to: Head of Sales & Marketing Support

Start: End August 19

Location: Kings Hill, West Malling, Kent

Salary: £18,000 - £22,000

Terms: Permanent full time.

TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we would love to hear from you.

Call Flow has an established Fibre to The Cabinet (FTTC) broadband business in four counties, and has recently launched Trooli, which builds full fibre optic networks to homes and businesses using Fibre To The Premises (FTTP) technology. Trooli delivers the highest speed and highest quality broadband services in the country – modern, future-proof and fit for the digital age.

THE ROLE

We're a small company with a very exciting future. This opening provides an exceptional opportunity for an enthusiastic, self-motivated and dynamic sales / customer support executive to join the rapidly expanding sales team in our brand-new offices. You will help generate and engage with customer leads and enquiries, leading them through to order placement. You will process the customer orders, update databases, and liaise with installation and service activation teams.

Responsibilities

Sales

- Follow up Leads, Answer Sales Calls and respond to enquiries (incoming via telephone, email and website) through to order placement.
- Participate in direct sales/marketing campaigns and events in the field when needed.
- Participate in Lead Generation campaigns, updating new Leads in the CRM system.
- Ensure new orders are entered & completed correctly in the database and liaise with Service Activation / Installation departments.
- Maintain customer relationships pre and post sales, customer retention.
- Update and report on Leads, Orders & Activities against goal & targets.

Your experience

You will have previous industry experience in telecoms or IT and will have gained this in a customer-facing / sales support role, you will possess strong written and verbal communications skills, and excellent organisation skills. Prior Sales / Marketing training will be an advantage.

Your skills and personal attributes

- **A confident communicator.** At the core of all customer experience is communication. You will enjoy dealing with people and have a friendly and helpful manner. You will be 'up-beat', self-confident, out-going, customer focused. You will be self-motivated, dynamic, and a team player.
- **Accurate written communications.** You will be writing to external customers, so you must be able to produce written communications with a high standard of grammatical accuracy and correct vocabulary.
- **Exceptional organiser.** You will be managing lots of information and will need to share this across other parts of the business. You will need to organise this information and maintain it on our systems so that the right people can find exactly what they need, when they need it.
- **Strong IT literacy.** You will work with the standard Office and CRM database applications and will need to learn how to use new systems too.
- **Customer focused.** You will have a 'Can Do' mindset with focus on customer satisfaction beyond expectations.
- **Adaptable.** Our company is growing quickly - you will need to be adaptable to change and contribute ideas for improving the way we work.

Your personal benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment.

Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

If you think you are the person we are looking for, please send your CV to hr@trooli.com prior to the closing date.