

Sales Team Administrator

Business function: Sales Support

Closing date:

Reports to: Sales Executive Team Leader

Start: October 2020

Location: Kings Hill, West Malling, Kent

Salary: £18,000 - £20,000 (base salary up to £20k + 20% commission)

Terms: Permanent position

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 – and is expanding rapidly.

THE ROLE

We're a small company with a very exciting future. This opening provides an exceptional opportunity for an organised, self-motivated, and dynamic administrative sales executive to join the rapidly expanding sales team in our head office.

You will be responsible for our involvement with the governments voucher scheme which is a vital revenue source for the business. You will also be working collaboratively within the sales team, working effectively to manage and process our customers' orders. In addition, you will be responsible for helping to call and convert both residential and business sales. Whilst liaising with installation and service activation teams.

Responsibilities

Sales

- Ensure new orders are entered & completed correctly in the database and liaise with Service Activation / Installation departments
- Manage the end to end process and all activities relating to the government voucher scheme, including chasing customers to prompt action where required
- Follow up leads as required, 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
- Update new Leads in the CRM system
- Participate in Lead Generation campaigns when required
- Maintain customer relationships and all associated admin tasks pre and post sales

Your experience

You will have previous sales and / or administrative experience, preferably in telecoms or IT

As well as possessing strong written and verbal communications skills which should be supported by excellent organisation skills, you will be able to describe your natural energy, drive and determination that can be used to engage with customers, as well as support our customers by chasing outstanding requirements. Prior Sales training will be an advantage.

Your skills and personal attributes

- You must have **natural drive and determination** to be able to engage with customers.
- **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 have an excellent understanding of all 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

- Generous share allocation
- Life Insurance
- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment
- Company laptop

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.

COVID-19

As a key working company, we are actively supporting flexible working as well as having stringent safety measures in place for our field and office workers. We have comprehensive documents to support social distancing, whilst ensuring our employees safety and wellbeing is at the heart of all our operations.