

JOIN THE ULTRAFAST LANE...

Sales Representative

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| Business Function: | Sales & Marketing |
| Reports to: | Sales Team Leader |
| Location: | Kings hill, Kent |
| Salary: | Up to £22,000 + commission |
| Terms: | Permanent, Full time |

A BIT ABOUT US

Here at Trooli, we're on a mission to deliver ultrafast, ultra-reliable broadband to communities across the UK that have been left behind by the so-called big boys – giving more people access to the broadband they deserve.

Our **new, full fibre broadband network delivers guaranteed, ultrafast speeds** and is already seeing huge demand – meaning we need even more **great people** to help our customers sign up!

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**
In just 3 years we've built an incredible network from scratch, that will pass 170,000+ premises by the end of this year, added thousands of customers, increased our staff from 20 to over 200 and are now one of the most respected altnets in the industry. But that's just the start, and we're just as passionate about ensuring our employees grow with us too.
- **We're passionate about our people**
We believe that a company should be about more than politics and processes. That doesn't mean these don't exist, but it does mean our people are the most important part of our business and we're extremely proud of our culture and our high staff retention rates.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with hundreds of 5 star Trustpilot reviews from our customers, it's clear we're doing something right!

Still interested? Read on...

THE ROLE

Some companies would define the job as the start of the customer journey. We think that downplays it a bit... This opening provides an exceptional opportunity for an enthusiastic, self-motivated and dynamic sales executive to join the rapidly expanding sales team. You will help generate and engage with customer leads and enquiries, leading them through to order placement. You'll be one of the key voices of our business, the 1st person our new customers talk to as you help to make their dream of ultrafast broadband a reality, the person they remember. Here's what we're looking for...

THE DAY JOB

- Answer sales calls and respond to enquiries (incoming via telephone, email and webchat) through to order placement
- Follow up leads through to order placement
- Participate in Lead Generation campaigns, updating new Leads in the CRM system
- Participate in direct sales/marketing campaigns and events in the field when needed
- Maintain customer relationships pre and post sales, customer retention
- Assist with admin jobs within the sales team when required
- Update and report on leads, orders & activities against goal & targets

WE'D LIKE TO SPEAK TO YOU IF...

- A confident communicator who puts customer experience first
- A natural relationship builder with proven experience over at least 2 years full time sales in a similar role
- A confident written and verbal communicator
- Goal driven to succeed and empowers others to do so
- Experienced in working within a professional sales team
- Tenacious and resilient with a never give up attitude
- Adaptable and able to contribute to continuous improvements
- Experienced with CRM systems

WE'LL LOVE YOU IF...

- You have sales experience gained within the telecoms industry
- Proven ability to achieve sales targets
- Good understanding of fibre terminology and able to communicate this effectively to customers
- Well-presented and able to demonstrate a professional image as the face (or voice!) of the business
- Proactive and efficient, and willing to go the extra mile for customers
- Strong fit for our brand and organizational culture

AND IN RETURN, YOU'LL GET...

- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

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 alicerose.pitchley@trooli.com prior to the closing date