

Community Enterprise

Job description: Trainee Marketing and Telesales Worker

Job Purpose

As a telesales operator, you'll be working in a charity and social enterprise helping those with excellent products and services get them to market. This will involve contacting potential customers by telephone, letter and social media. Your job is to try and increase the sales of the charities goods and services, or at least accept a trial. You may also carry out market research.

Main Tasks

You're likely to:

- Describe the product benefits and any special offers.
- Give advice about how these may benefit customers personally.
- Persuade customers to accept a trial period or a visit from a sales representative.
- Gather and document information about the customer.
- Enter your notes into a computer, including dates for follow up calls.
- Take orders and arrange for delivery and bills to be sent.

The work is fast paced and intense, and you have only a short amount of time to build rapport with customers and explain the features and benefits of the products and services and what additional social benefit they have as they are sourced from charities.

Hours and Environment

Around 30 hours per week, but this is negotiable.

You'll usually work in an open plan office, with a sectioned workstation containing a computer and telephone headset.

Person Specification

You'll need:

Excellent communication and listening skills

A polite, confident and friendly manner

Initiative

Confidence using computers

To enjoy working with people and building relationships.

A positive attitude.

Good knowledge about all the company's products and services.

To be well-organised and thorough, even under pressure.

Salary

£6.60 per hour