

Telesales Executive

Job Title: Telesales Executive - Outbound	Department: Communication Exchange	Reports to: Team Leader
Main Purpose of Job <ul style="list-style-type: none"> The main purpose of the role is to make outbound calls to customers from our database, identifying needs for finance with the objective of completing a loan enquiry with customers who fit our lending criteria 		
Main Duties <ul style="list-style-type: none"> To make outgoing calls as presented by an automated dialling system To greet customers in a warm and professional manner To open the call by establishing and influencing the customer's expectations about the purpose and content of the call Ensure that on all calls questioning is linked to customer needs and identifying those needs To develop the needs by using rapport and sympathy skills To identify and acknowledge objections and have the confidence to attempt to overcome them To recap needs identified and take through to an enquiry To Exceed pre set KPI's and targets within a TCF framework Provide consistently effective customer service Gathering and inputting detailed, quality and accurate information Ensure customers understand all aspect of the procedures Ensure complaints follow the correct procedure Adhere to all compliance and Training and Competency needs within the business 		
Key Success Criteria A. Individual Performance Indicator <ol style="list-style-type: none"> Exceed KPI's and set targets Quality Complaints procedure Maintaining knowledge 	B. Expected Deliverable <ol style="list-style-type: none"> Achieve KPI's and sales targets Ensure quality of work including calls adheres to the Training and Competency framework Ensure all complaints follow the set procedure Ensure actions comply with industrial guidelines, regulatory bodies and relevant legislation 	
Behavioural Competency Profile <ul style="list-style-type: none"> Business Awareness: 1 2 3 4 5 Change Management: 1 2 3 4 5 Communication: 1 2 3 4 5 Customer Focus: 1 2 3 4 5 Improvement: 1 2 3 4 5 	<ul style="list-style-type: none"> Leadership & People Mgmt: 1 2 3 4 5 Planning & Organising: 1 2 3 4 5 Quality: 1 2 3 4 5 Team Working: 1 2 3 4 5 	

Technical Skills

- PC skills including MS Excel and Word
- Telephone Skills

Qualifications/ Knowledge/ Experience required

- GCSE (maths and English)
- Previous sales experience (ideally telephone based)