

TELESALES OPERATIVE

Charles Saunders Ltd, a Bristol based wholesale company, are currently seeking a Full Time, Permanent, Telesales Operative to join our busy sales team based in Yate, Bristol.

Location:	Office based role. Charles Saunders Ltd, Armstrong Way, Yate, Bristol, BS37 5NG
Salary:	Competitive rates. Dependant on experience.
Hours:	37.5 Hours per week Monday-Friday 9:00-17:00
Additional Benefits:	<ul style="list-style-type: none"> • 20 days holiday + bank Holidays, increasing to 25 days with length of service • Workplace Pension Scheme • Life Assurance Scheme – enrolment from day 1 of employment • Income Protection Scheme – enrolment from day 1 of employment • Access to Employee Health Assured Program (EAP) • Staff discount on company goods • Free onsite car parking and covered bicycle rack • Free annual eye test
Probation Period:	6 Months
Reporting To:	Commercial Sales Manager

ABOUT THE COMPANY

Charles Saunders Ltd is one of the largest independent foodservice companies in the South West. We supply a full range of frozen, chilled and ambient foods together with an extensive range of non-food catering products.

ABOUT THE POSITION

This position will suit someone who is enthusiastic, works well under pressure and is target driven.

Responsibilities will include but are not limited to:

- Handling of outbound and inbound customer calls.
- Order capture, ensuring products are keyed accurately.
- Liaising with colleagues across the business to resolve issues and answer customer queries.
- Providing customers with up-to-date product information.
- Building customer relationships.
- Working alongside the field sales team to co-manage customer accounts and communicate customer information.
- Gaining an awareness of competitor activity.
- Promoting new products through positive customer relations and product knowledge.
- Delivering on sales targets through effective up selling, cross selling and maintaining of existing product range purchased.
- Effective use of questioning to identify opportunities and match suitable products to customers.
- Working within company GP margin guidelines.

SKILLS & ATTRIBUTES

A Charles Saunders Telesales Operative will be expected to have the following skills and attributes:

- Proven experience of working in a sales or customer service role is desirable, however we will consider applicants that are looking for their first sales role.
- Computer literate and able to learn new systems quickly
- Good level of numeracy and English literacy skills
- Excellent verbal and written communication skills
- Friendly, helpful, disposition with excellent customer service skills
- Target driven
- Great attention to detail
- Highly organised with the ability to work under pressure and to deadlines remaining calm in challenging situations
- Comfortable making and answering telephone calls with a professional and friendly telephone manner
- Ability to work in a team as well as individually
- Self-motivated with good time management skills
- A positive attitude, a willingness to learn and a desire to show initiative

All applicants must provide proof of eligibility to work in the UK.

Charles Saunders Ltd is an equal opportunity employer, dedicated to a policy of non discrimination.

Only successful applicants will receive a response.

NO AGENCIES PLEASE.