

Telephone / Internet Sales

Division: Wridgways
Department: Customer Service
Reports to: Branch Manager

Overall Purpose Of The Job

- Investigate, develop and maintain new customers in response to Internet and Email inbound quotation enquiries. Provide accurate removal quotations. Ensure that all sales activities enhance the customer service objectives of the company. Convert enquiries into new business and input data to computer system.

Primary Duties & Responsibilities

- Quote and negotiate prices and credit terms via email correspondence and telephone, prepare contract/proposals and record orders in response to Internet, email and other electronic enquiries.
- Operate computer system to input and access information.
- Organise and monitor bookings for moves both internally and with approved providers, ensuring all costs are maintained within the quoted parameters.
- Maintain an effective, concise and legible diary system.
- Follow-up customer inquiries, responses and comments.
- Implement branch sales procedures, methods and documentation.
- Maintain and control a personalised after sales service program.
- Attend staff/branch meetings as necessary.
- Advise and report on market activity.
- Respond to email and online enquiries within set time-frames.
- Carry out electronic marketing and telemarketing activities as required.
- General administration duties.
- Provide information to own branch and other branch staff to ensure that customer needs are met.
- Report on OH&S accidents and incidents to Supervisor.
- Carry out duties within the limits of authority.
- Carry out tasks and responsibilities within limits of authority as defined in Company Procedures and Work Instructions.
- Know and apply our quality policy and all applicable processes and requirements of the quality system.
- Record and report conversions of online enquiry.
- Manage, maintain and follow-up all online and email enquiry with a minimum conversion of 25%.

Skills Essential to the Job

Technical

- Principles of sales/marketing techniques.
- The ability to utilise the Internet search engines and other web related tools
- The ability to manage one's time effectively.
- Understanding of company procedures and policies.

- Keyboard skills of a minimum 40 words per minute.
- The ability to complete detailed and repetitive tasks accurately.

Business

- Sound understanding of business concepts and practices.
- Able to create and understand costing and retail pricing structures.
- Understanding of Internet and web browsing functionalities

Human Relations

- Good communication skills both verbal and written.
- The ability to convey clear, concise and relevant information.
- The ability to listen, analyse and react according to information received.
- The ability to source and clearly convey information.