

Job Description

Job Title: Telesales Representative
Department: Sales
Responsible to: Telesales Team Leader
Responsible for: Customer Service



Summary of main purpose of the Job:

The **Telesales Representative** is responsible for:

- Accurately taking customer orders via telephone calls and emails
- Delivering excellent CUSTOMER SERVICE by ensuring all inward and outward communication is dealt with in line with the company standard
- Promoting Harlech's CORE RANGE and COMPETITIVE PRICING through key lines & monthly saver deals
- Dealing with basic customer account enquiries
- Explaining and guiding customers through Harlech's TOTAL FOODSERVICE offering
- Liaising closely with other departments within the company on a day-to-day basis

Main Duties & Responsibilities:

- Taking customer orders via telephone or email, inputting them on to our bespoke system accurately
- Ensure all our customers receive an excellent customer service experience by providing quick and efficient information, assist with any matters relating to their business and ensure their experience of Harlech is first class
- Liaise with other departments regarding any customer queries
- Use your knowledge of Harlech's products to maximise sales, by giving accurate advice to all our customers
- Be required to take payments and discuss statements with customers daily
- Confidently guide customers through our online service and explain the positive features of the system
- Answering calls quickly to ensure queuing times are kept to a minimum
- Consistent and accurate recording of customer complaints

Knowledge and skills required:

- Basic IT skills
- Good written and verbal communication skills
- Have a confident telephone manner
- To be able to speak Welsh would be an advantage but not essential
- Customer service experience preferred, but not essential
- Good attention to detail
- Be able to handle and overcome objections in a calm and professional manner

General Conduct

- Keep all computer and manual records updated daily/weekly as required.
- Ensure your immediate work area is always kept clean and tidy, reporting any defects or problems to your Line Manager
- Feeding issues and suggestions around departmental/company performance into your Line Manager in an appropriate and timely manner.
- Ensure as far as is reasonably practicable your own health, safety, and welfare and that of others who may be affected by your acts.
- Any other duty which may be reasonably requested by your manager