



Job Description

Name of job:	Telesales Representative
Department:	Telesales Dept, Limerick.
Position:	Reports directly to the Telesales Team Leader
Objective of the job:	Selling of products (CATV, DTV, Data, Voice, Premiums, VAS) to customers that call UPC by analyzing customer needs, pitching benefits of products and closing the sale
Tasks & Responsibilities:	<ul style="list-style-type: none"> ▪ Sell, cross and up sell products to customers calling UPC ▪ Maximise opportunity of call by either selling products to customer, making appointment for recall or transfer call when call is not sales related ▪ Prepare customer for installation of products sold ▪ Interact regularly with other departments to assure full understanding of sales process ▪ Create correct logging of customer contact and customer orders ▪ Identify opportunities to improve sales process and share learning's with other agents and team leaders ▪ Formulate own learning needs and discuss these with team leaders and channel manager ▪ You will be required to be flexible in this position and must be prepared to undertake such other work as may be assigned to you by the company from time to time. Such work can be outside the area of your normal duties.
Performance indicators:	<p>Performance of agent will be measured on various KPI & PIs issued which, depending on business requirements may change on need be basis</p> <p>Actual performance indicators agents will be managed on are part of agent training program and of review form</p>
Knowledge and experience required:	<ul style="list-style-type: none"> ▪ Pro-active customer and target focused ▪ Exemplary performance record ▪ Excellent sales and verbal skills ▪ Professional demeanor and able to work to targets ▪ Able to work well individually or as part of a focused and committed team ▪ Flexible as the team will work between the hours of 9am and 8pm Monday to Saturday
Salary	<ul style="list-style-type: none"> ▪ Salary is partially fixed and partially based on commissions

Please forward your application details to the Human Resource Department, Limerick Enterprise Development Park, Roxboro Road, Limerick or email jobs@upc.ie.

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