

power to you



Business Sales Exec/Support –Jersey / Channel Islands

Position details

POSITION TITLE:	Business Sales Exec/ Support
BAND	CI 2
EFFECTIVE DATE:	ASAP
PURPOSE OF ROLE	To ensure customer service delivery to all Business customers and admin support to all Field Sales Staff.
LOCATION:	Jersey Head Office
NORMAL HOURS	9am – 5.30pm Mon – Fri – 37.5hrs
REPORTS TO:	Head of Sales & Marketing
DIRECT REPORTS:	None
KEY INTERNAL RELATIONSHIPS:	All Departments

Key result areas

- SPOC for all existing / new customer's queries including the contract end dates, new connections, network issues, new handsets, handset issues, arranging review meetings etc.
- Deal with customer network / roaming issues – raise SR's / FTR's for all Customer issues.
- Proactive Management of renewals process and support to SME Sales executive
- New business development in line with quarterly targets
- Keep an eye on SR's resolution to ensure quick progress for Corporate Customers.
- Production of roaming reports if required by customers
- Advising Customers if they need to upgrade account, producing analysis of usage etc
- Deliveries of Handsets /SIMs to Business customers.
- Analysing bills for New Proposals.
- Sim card provisioning
- Arranging Test SIMs/ Devices, keeping track of all Test SIMs/ Devices in a spreadsheet.
- Make sure all business sale's documentation is perfect.
- Courtesy call to existing customers quarterly to ensure account is running smoothly and they are happy with service.
- Coordination for handset ordering for new / existing business customers, plus coordinate for any related repair / replacement issues.
- Any other Management request

Education & experience

- Excellent Excel Skills
- Excellent Communication Skills and Customer Service Skills
- Very proficient with data mining and spreadsheets
- Good with data analysis, work out exact number of mins / data being used by the customer and work out the best plan, bolt-on.

System Knowledge Requirements

- ICRM
- ACUMEN
- Minipos