

JOB DESCRIPTION



Job Title:	Inbound Sales Advisor
Department:	Inbound Sales
Reporting to:	Inbound Sales Supervisor
Core Working Hours:	9.00am-5.00pm Monday to Friday (37.5 hours per week)

Job Purpose

You will be the primary point of contact for any customers wishing to place an order. You will handle customer sales call, emails and live chats, meeting the needs of the customer and advising them on the full range of computer products and services we provide. Ultimately you are responsible for achieving increased sales, providing technical advice and representing the company to the highest possible standard.

Key Duties & Responsibilities

Achieve or exceed set sales targets as defined within the contractual offering or as advised to you by Line Management.

Effectively handle and resolve customer queries through inbound telephony, email or live chat, delivering the highest standards of customer service.

Provide accurate technical advice to ensure the customer is able to make an informed decision on a purchase.

Proactively manage your workload to ensure all KPIs are met and you are working to develop your customer accounts.

Keep abreast of new products and offerings. Proactively promote and develop brand awareness of Novatech's PCs, notebooks, servers, components, peripherals, licensing and connected services to all customers.

Proactively work to increase the average order value and profit margin through selling associated add-on products.

Utilise various in-house systems in order to accurately maintain a customer history and provide follow-ups where appropriate.

Attend internal product, department, or company training sessions/meetings in order to maintain on-going awareness of new products, market changes and the business.

Demonstrate a duty of care and maintain safe working practices whilst undertaking your working duties at all times.

Work in accordance with Novatech's Equality and Diversity policy.

Undertake any other reasonable tasks as directed by line management.

Work flexibly and be receptive and adaptable to a changing environment within a fast expanding Company.

Consistently demonstrate the behaviours and attitudes of a 'Novatech Ambassador'. At all times act respectfully and professionally, regardless of the situation.

This list is not an exhaustive list of duties and you may be liable to undertake such duties as may be reasonably required of you that are within your capability. This job description will be reviewed on a regular basis and subsequently revised and updated from time to time.

I confirm receipt and understand of the role perimeters for the above post and agree to undertake these duties to the best of my ability.

Name: _____

Signed: _____

Date: _____