

Telesales Team Leader Job Description

Job Title:	Telesales Team Leader	Industry of Position:	Telecommunications
Reporting to:	Managing Director	Department:	Telesales – Crowthorne Office
Job Type:	Permanent	Hours:	37.5 hours

Qualifications:	C grade or above Maths and English GCSE's A-Levels are preferable
Experience:	At least 2 years experience in a telesales role or telesales team leader role.
Key working relationships:	All Internal staff Primary and Secondary Suppliers Customers Prospects

Personal Disposition

Firstly it should be noted that this is brand new position for the company and therefore brings an opportunity to develop and define the role and processes that's support the job function.

The characteristics of the chosen person should be; IT literate, target driven, hungry for success, team player, good managerial, operational, organisational skills, verbal and written communication and negotiation skills, ability to manage difficult situations and the stress associated with them. Well presented with a positive, proactive and professional approach

Successful management experience of a telephone based sales team preferred but a strong record as a telesales person would be equally well received , ideally within the Telecoms or IT Industry.

Job Summary

BtL is a rapidly expanding voice and data provider. This is an exciting time for the company, as despite the turbulent economic climate, the business continues to grow and expand, resulting in a great opportunity for a Telesales Team Leader to join the team.

As a Telesales Team Leader you will be responsible for managing a team of initially 6 sales Apprentices and Telephone Account Managers on a day to day basis, ensuring the team target is hit and that the sales apprentices develop into successful telesales people be that focussed on lead generation or account management or are released.

Key Responsibilities:

1. Selection of shortlisted candidates for telesales team
2. Developing team and pruning team of individuals that haven't demonstrated appropriate performance.
3. Produce reports for director as requested.
4. Carrying out briefing meetings and one to one coaching session on an ongoing basis.
5. Maintaining team morale and motivation whilst providing clear, strong direction
6. Promoting and encouraging good account management practices.
7. Helping to devise scripts or call sheets for apprentices to work off of.
8. Review telesales operatives according to the requirements and timescales, effectively manage any underperformance or improvement requirements in a timely manner.
9. Mentor New Starters

10. Allocate Leads
11. Handle queries from team
12. Ensure sales targets are met at both individual & team level and that conversion rates meet expected levels

NB: Attention to detail, deadline driven and can do attitude a must

General duties/comments:

We require a Telesales Team Leader with proven Call Centre background to manage the day-to-day running of a pro-active outbound telesales team who work off a dialler system which can either automatically dial potential customers or click to dial. The successful candidate will be responsible for motivating 6 Telesales staff initially in order to maximise sales in a target driven environment. 50% of the Team Coach role is to support the Telesales Team Leader.

Equipment/Systems:

Outbound Dialler from a CRM
MS Office, Excel, powerpoint and Access would be an advantage

Salary & Benefits

Salary: £18,000 to £20,000 pending experience
£35K plus OTE uncapped.
20 Days Holiday
Optional pension scheme
Health Insurance