

## Job Description & Person Specification

Job description	
Job Title	Sales Executive / Sales Admin
Reports to	Sales Manager
Job purpose	The purpose of the Sales Executive /Sales Admin role is to develop sales strategies and attract new clients. The successful salesperson will source new sales opportunities and close sales to achieve quotas. (S)he will play a key role in increasing income and revenue by managing and negotiating with clients, generating leads, qualifying prospects and managing sales of products and services.
Duties and responsibilities	<ul style="list-style-type: none"> <li>▪ Sell directly to residential and commercial customers in designated areas.</li> <li>▪ Process customer documents including contracts, direct debits, engineer reports &amp; photos, including filing, scanning, and uploading data to CRM system.</li> <li>▪ Replying to and track customer queries received via phone, website, social media, and email.</li> <li>▪ Proactively monitor customer subscriptions to ensure they are on the correct package or package that gives them the best value for money based on their broadband needs</li> <li>▪ Qualify leads and referrals.</li> <li>▪ Achieve productivity and ensure key performance indicators are met.</li> <li>▪ Work consistently and relentlessly toward personal and team sales targets.</li> <li>▪ Provide high levels of customer service.</li> <li>▪ Promote a positive image of the business at all customer touchpoints.</li> <li>▪ Promote Aptus professionally at all networking and industry events.</li> <li>▪ Participate in the development and implementation of the Aptus business strategy.</li> <li>▪ Anticipate the needs of customers and proactively takes initiatives to keep priority tasks on target.</li> <li>▪ Build and maintain professional client relationships.</li> <li>▪ Articulate and communicate confidently to internal and external customers</li> <li>▪ Maintain a professional appearance and attitude.</li> <li>▪ Work independently to meet strict deadlines and sales objectives.</li> <li>▪ Work flexibly in response to changing organisational requirements and demands.</li> <li>▪ Undertake specific tasks and projects as directed by the Sales Manager</li> <li>▪ and such other duties as may be assigned to you from time to time</li> </ul>
Onerous requirements	<ul style="list-style-type: none"> <li>▪ Work beyond normal business hours including evenings, weekends and holidays as necessary.</li> </ul>
Person Specification	
Technical Competencies	<ul style="list-style-type: none"> <li>• Proven sales experience and achievement drive</li> <li>• Track record of over-achieving quota/targets</li> <li>• Experience working with CRM systems</li> </ul>

	<ul style="list-style-type: none"> <li>• Familiarity with different sales techniques and pipeline management</li> <li>• Highly organized, flexible, detail-oriented and able to multi-task under pressure.</li> <li>• Ability to speak confidently in public and motivate and inspire others.</li> <li>• Computer use competency</li> <li>• A valid driver's license and driving record that meets the standards of our insurance company.</li> </ul>
Behavioural Competencies	<ul style="list-style-type: none"> <li>▪ A proactive team player who is motivated by achieving targets.</li> <li>▪ Competitive with a 'passion for winning'.</li> <li>▪ Resilient in face of adversity and copes well under pressure.</li> <li>▪ An individual who copes well when faced with rejection by Customers.</li> <li>▪ Emotionally intelligent with the ability to empathise and understand the emotions and motivations that underlie human needs and behaviours, i.e., the ability to 'read people.'</li> <li>▪ A good standard of personal presentation.</li> <li>▪ Willingness to work flexibly in response to changing organisational requirements.</li> <li>▪ A can do/ will make happen attitude.</li> </ul>
Approved by	Daniel Farinha
Date approved	23 <sup>rd</sup> September 2019
Reviewed	31 <sup>st</sup> January 2022 by Daniel Farinha