

SALES SUPPORT EXECUTIVE

The Role:

This is an exciting role as a sales support executive in the education industry working for a vibrant educational group. This post would suit a motivated and tenacious individual.

Responsibilities:

The role of sales executive requires great commitment and motivation and responsibilities will include:

- Meeting of targets set by the organization to generate sales from overseas agents
- Building strong customer rapport through a high quality of written and oral communications and by demonstrating excellent product of our English language courses, summer centres, group travel, academic programmes and work programmes
- Increasing EFL sales of our language centre in London
- Maintaining and developing the relationships with our existing clients and being persistent and creative in generating new leads
- Gaining an extensive knowledge of the operational processes affecting service levels
- Selling products through answering inbound calls, responding to email enquiries and making outbound calls to follow up on enquiries and quotes
- Contacting every lead to maximize sales opportunities and progressing each lead to ensure upsell and cross sell opportunities through phone and email
- Cross sell all product lines when communicating with agents and refer leads of other programmes on to relevant product sales executives
- Updating agent details on TTI databases
- Creating marketing materials when required for TTI business units
- Creating group/individual quotes for agent sales
- Updating agent agreements to ensure they are current and filed correctly
- Completing all required administration and recording of sales through CRM system and other business systems
- Building strong relationships with team members and providing flexible and prompt support at all times
- Providing prompt and courteous resolution for any issues

Skills and attributes required

Skills:

- Ability to build rapport, handle objections and close sales
- Excellent interpersonal and communication skills
- Good numeracy skills and understanding of financial reporting
- Good working knowledge of Microsoft Office package suite
- Competent computer skills and good writing skills

- Strong sales background be motivated by targets and achieving results, have good organizational skills and be able to work both independently and as part of a team
- Native or near native fluency in Russian, Italian, Japanese, Korean, Spanish, French or German, or at least one other language would be desirable

Attributes:

- Excellent team player who contributes ideas for the success of the team
- Self-motivated, results oriented sales person with track record of delivering to targets
- Quick to learn and apply knowledge
- Resilient and consistent, with ability to remain positive when faced with setbacks and continue to focus on goals
- Adaptable and flexible, with ability to cope with change
- Efficient and organized
- Trustworthy, punctual and reliable
- Flexible approach to working, including additional hours when required
- Customer driven and quick to build rapport
- Provides solutions based on identification and understanding of customer needs
- Takes ownership and accountability through to resolution
- Actively puts forward ideas and recommendations to continuously improve the customer experience
- Passionate and knowledgeable about our products

The package:

£250 per month