



## Job description: Regional Account Manager (Business to Business Telesales)

As a Regional Account Manager, you'll be contacting potential customers by telephone. Your job is to try and persuade them to buy Lyte goods and services.

Your working day is spent on the phone making outgoing calls & taking incoming calls from customers. During each phone call, you're likely to:

- Describe the product benefits and features.
- Give advice about how these may benefit customers personally.
  - Gather and document information about the customer.
- Enter your notes into a computer, including dates for follow up calls.
  - Take orders and advise lead times.
  - Promote special offers.

The work is fast paced and intense, and you have only a short amount of time to build rapport with customers and explain the features and benefits of the product.

### Hours & Environment

Full-time, you'll usually work 37.5 hours a week from 9.00 till 5.30 Monday to Friday.

You will work in an open plan office, with a sectioned workstation containing a computer and telephone.

### Skills and Interests

To be a Regional Account Manager you'll need:

- Excellent communication and listening skills
  - A polite, confident and friendly manner
    - Initiative
    - Confidence using computers
- To enjoy working with customers and building relationships.
  - A positive attitude.
  - Flexibility and quick thinking.
- Perseverance and the ability to respect customers' answers.
- Good knowledge about all the company's products and services.
  - To be well-organised and thorough, even under pressure.
  - To enjoy working within a target-driven team environment.

## Entry

There are no set entry requirements but any sales or telesales experience would be highly desirable. A good level of computer literacy is also desirable.

You may have to undertake practical telephone and keyboard tests as part of the recruitment process. Any customer service experience is also an advantage.

## Training

Training is usually provided in-house. It will include an induction period, with role playing exercises in a simulated environment, before making calls to actual customers.

You'll then usually spend a short period of time gaining experience without the pressure of achieving targets. However, when you have gained enough experience you'll be expected to progress quickly.

Once in the job, you can take a range of relevant qualifications such as:

- NVQs/SVQs in Telesales at Levels 2 and 3
- NVQs/SVQs in Call Handling at Levels 1 and 2
- NVQs/SVQs in Contact Centre Operations at Levels 1 and 2

## Annual Income

These figures are only a guide. Rates of pay may vary, depending on experience.

- OTE of 19k pa

The commission which is uncapped can increase salaries considerably.

## How to Apply

If you are interested in applying, please forward your CV to our Sales Manager [careers@lyteladders.co.uk](mailto:careers@lyteladders.co.uk) or post it to our address and mark it for the attention of Chris Miller.