

## POSITION DESCRIPTION

### Telesales Consultant



**Reporting to:** Team Manager – Telesales

**Date:** January 2013

#### Role responsibilities

*To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks.*

#### Customer experience

- Act as the key point of contact and brand champion for Red's prospective customers to facilitate winning sales outcomes and an exceptional customer experience
- Identify and act on opportunities to leverage the sales proposition by offering new products and services for chosen market segments and customers
- Work within the quality assurance and compliance framework and contribute to building others' knowledge and skills to assure quality sales outcomes that meet all compliance and regulatory standards

#### Stakeholder relationships

- Contribute to a positive and productive working environment by sharing experiences and ideas and building strong relationships with various internal teams

#### Information management

- Capture high quality data to provide transparency and accuracy of all sales information throughout the customer lifecycle

#### Continuous Improvement

- Identify and report customer needs which may require the development of new, enhanced or differentiated products and services, or improvements to current systems or procedures

### Required Competencies

- Perseverance
- Competitive drive
- Negotiation - Telephone
- Customer focus
- Flexibility

### Preferred experience / qualifications

- Sales call centre
- Energy or mass market sales

### Red Energy Values

- Decency
- Agility
- Ownership
- Courage