The Telesales Executive is responsible for generating new business opportunities and maintaining client relationships within the Life Science sector. The role involves outbound calling to potential clients, identifying their needs, and promoting Restore Harrow Green’s laboratory relocation, storage, and distribution services. The Telesales Executive will work closely with internal teams to ensure client requirements are met and sales targets are achieved.

**Key Responsibilities**

* Conduct outbound telephone sales calls to prospective and existing clients to promote the company’s services
* Identify new business opportunities through research and direct engagement with key decision-makers in the Life Science sector
* Develop and maintain strong relationships with clients to understand their needs and offer appropriate solutions
* Achieve and exceed sales targets and key performance indicators (KPIs) as set by the business
* Maintain accurate records of sales activities, client interactions, and pipeline opportunities in the company’s CRM system
* Work collaboratively with the wider sales and operational teams to ensure seamless service delivery and customer satisfaction
* Keep up to date with industry trends, competitors, and regulatory requirements related to laboratory relocation and storage services
* Handle inbound enquiries, qualify leads, and progress them through the sales pipeline

**Person Specification**

**Essential**

* Strong communication skills with the ability to engage with clients professionally and persuasively
* Customer focussed and driven to succeed in a sales environment
* Self-motivated and target-driven with a proactive approach to sales
* Competent in using Microsoft Office and similar systems

**Desirable**

* Experience working in or selling to the life sciences, laboratory, or logistics sectors
* Experience in telesales, business development, or account management
* Understanding of laboratory relocation, storage, and distribution requirements

**Performance Measurement**

* Achievement of sales targets and KPIs
* Quality of client relationships and retention rates
* Accuracy and maintenance of CRM data
* Contribution to the overall growth of the Life Science division