**Job Description: Desk-Based Telesales Role**

**Job Title:** Desk-Based Telesales Executive
**Department:** Business Development
**Location:** Silvertown, London
**Reports To:** Head of Business Development

**Purpose of the Role:**

To proactively generate leads, build relationships with potential customers, and support the business development and growth of **Restore Harrow Green** by driving sales through outbound calls and targeted campaigns. This role will be instrumental in identifying opportunities, nurturing leads, and converting prospects into long-term customers while ensuring a seamless and professional experience.

**Key Responsibilities:**

1. **Lead Generation and Prospecting**
	* Conduct outbound calls to identify potential customers within the target markets.
	* Research organisations to understand their relocation, storage, or business continuity needs.
	* Qualify leads and gather detailed information to assist in the sales process.
2. **Sales and Conversion**
	* Present Restore Harrow Green’s services professionally and persuasively to prospective customers.
	* Manage objections effectively and provide solutions tailored to the customer’s needs.
	* Schedule appointments for field sales teams or provide quotes and close sales directly where applicable.
3. **Customer Relationship Management (CRM)**
	* Maintain accurate records of all interactions, leads, and sales activities in the CRM system.
	* Ensure timely follow-up on leads and opportunities to nurture prospects through the sales funnel.
4. **Collaboration and Teamwork**
	* Work closely with the business development team to align on strategies and targets.
	* Share insights from customer feedback to inform marketing and service improvements.
5. **Targets and Reporting**
	* Meet or exceed monthly and quarterly sales and call targets.
	* Provide regular updates and reports on performance, challenges, and opportunities.

**Key Skills and Competencies:**

* **Sales Ability:** Proven experience in telesales or outbound sales with the ability to close deals over the phone.
* **Communication:** Excellent verbal communication and active listening skills, with the ability to engage and influence.
* **Resilience:** Self-motivated and results-driven with the ability to handle rejection and remain focused.
* **Technical Skills:** Proficient in using CRM systems and standard office software (e.g., Microsoft Office Suite).
* **Organisational Skills:** Strong ability to manage time, prioritise tasks, and handle multiple leads effectively.
* **Problem-Solving:** Capable of addressing customer concerns with creative and effective solutions.

**Qualifications and Experience:**

* Previous experience in telesales, outbound calling, or a similar role is essential.
* Knowledge of the relocation, storage, or logistics industry is advantageous but not essential.
* Proven track record of meeting or exceeding sales targets.

**Why Join Restore Harrow Green?**

* Opportunity to contribute to the growth of a leading provider in relocation, storage, and business continuity services.
* Competitive salary with performance-based bonuses and incentives.
* Supportive and collaborative team environment with opportunities for professional development.
* Access to cutting-edge tools and resources to excel in your role.

**Restore Harrow Green** is committed to fostering an inclusive and dynamic work environment. We value enthusiasm, integrity, and a commitment to excellence in all that we do. If you’re passionate about sales and ready to make an impact, we’d love to hear from you!