



Zen Internet Role Specification

JOB ROLE: Telesales Executive (Maternity Cover initially 4 months)

Zen Web Solutions is a division of Zen Internet that continues to experience healthy year on year growth by providing online marketing solutions such as ecommerce, email marketing and search engine marketing.

We are currently looking for an enthusiast outbound Telesales Executive to join our established team. You will be responsible for booking appointments by calling our existing customers and following up leads and referrals. This is a targeted environment and you will be expected to achieve daily and weekly KPI's based on appointments made.

Key Responsibilities

- To achieve monthly appointment targets
- To meet KPI's set by Sales Manager with respect to:
 - Number of Appointments
 - Quality of Appointments
- Establish regular and effective communication with key prospective decision makers
- Liaise with sales consultants and contribute to wider goals of the sales team
- Build strong prospect pipeline utilising, where necessary resources such as case studies, research etc
- Develop an in-depth understanding of Zen's solutions and strategies
- Ensure best practice in your approach to promoting the business and selling the appointment to requirements

Candidate Profile

- Proven track record of appointment making preferably in an IT/ISP/Telecoms environment
- Sound knowledge of web marketing products and services is desirable, however training will be provided.
- Able to identify and influence key decision makers
- Excellent interpersonal skills, with the ability to communicate at all levels
- Confident, assertive and professional in all internal and external dealings
- Ability to analyse customer needs and recommend possible solutions for further discussion with a consultant
- Technically adept – able to quickly learn and understand new products
- Excellent organisational skills
- Excellent time management skills with experience of managing own time and prioritising own workload
- Appears confident; assertive but not aggressive in all internal / external dealings
- Ability to work on own initiative
- Desire to develop a career in sales
- Ability to deal with all objections / situations in a patient and friendly manner
- Demonstration of interest in internet technologies