



JOB DESCRIPTION

Position:	Customer Service/ Internal Sales Representative
Department:	Call Centre
Reports to:	Customer Service Manager
Direct Reports:	Nil
Internal Relationship:	Call Centre
KPIs	

Purpose:

To provide an exceptional level of service to prospective SME customers relating to all Reckon products (mainly Quicken & QuickBooks) and meeting sales targets. You will assist them in understanding our products and identify solutions to fit their needs, generating sales and renewals, whilst continuing to achieve customer satisfaction levels.

Responsibilities:

- Answer all incoming customer calls in a professional and efficient manner.
- Educate the customer on our product range.
- Offer a variety of product related solutions to clients.
- Data entry of customer registrations.
- Receive and process orders on behalf of customers in an efficient and accurate manner, as well as providing order status updates.
- Utilise inbound call opportunities to generate sales and renewals.
- Develop strong relationships with customers and demonstrate how we can add value to their business.
- Identify potential customer needs/ opportunities to grow our business.
- Conduct follow up calls on a daily basis to customers who have expressed an interest in our products.
- Respond to customer emails in a professional manner.
- Work with and support our Professional Services Group, helping to support customers and opportunities.
- Create and maintain records in database.
- Miscellaneous administration tasks.
- Attend weekly customer service meetings.
- Set clear and achievable expectations with clients and achieving them.
- Attend all product-training sessions.
- Comply with all company procedures and policies including OH&S.
- Proactively contribute to the ongoing development of departmental processes and policies.

Competencies and Experience:

1. Previous experience in a customer service/sales role, preferably in either a retail or call centre environment
2. Excellent communication skills, both verbal and written
3. Ability to manage relationships and expectations on various levels
4. Excellent interpersonal skills (approachable, positive, motivated, go-getter attitude)
5. Appreciation and an interest in providing exceptional customer service
6. Ability to sell and cross sell
7. Ability to multi task and prioritise
8. Sound computing skills, including MS word, Excel and Outlook

Key Performance Indicators:

1. Time in queue
2. Achievement of monthly sales targets
3. Call quality