

Inbound Enquiries Team Leader

Location: Alfreton Office

Salary: Competitive, DOE + **Bonus**

Contract: Full time, Permanent

Benefits: 23 days holiday (plus statutory), Auto enrol pension scheme, Life insurance cover, Profit Related Pay, free on-site car park, Employee Assistance Programme, Full Training provided

What we do

We adapt cars so that people with mobility issues can get themselves and their mobility devices into and out of their car. We enable people to maintain their independence and the use of their car.

Our products are genuinely liberating and transformative for their users, which is why 94% of our customers would recommend us to their friends.

Due to continued business growth, we have requirement for an Inbound Enquiries Team Leader to join the Sales and Marketing Team here in Alfreton.

The Role:

- Lead a team of Customer Experience Advisors in collaborative sales
- Provide inspiration and training on how to attain sales objectives
- Support recruitment, training, and development of the team
- Deliver a world class service, using product knowledge and expertise to maximise upselling opportunities, monitor sales procedures and ensure records are comprehensively administered
- Work together with colleagues from other departments to improve efficiency and overall service delivery
- Be responsible for arranging demonstrations for our Field and online assessment team, overseeing the Diaries to ensure efficiency of resources
- Ensure all customers are advised considerately through the decision-making process
- Complete sales over the phone, ensure sales from the CET team are accurate and following company policies and guidelines
- Monitor sale metrics and KPIs, set sales objectives and goals and develop strategies to achieve these targets
- Generate action plans to enhance performance and productive capacity of the team

In order to be successful you must have:

- 3 Years + experience in a similar role
- Familiar with MRP systems
- Technically minded
- Competent in the use of MS Office Suite
- An active interest in the automotive arena
- A good motivator with excellent communication and interpersonal skills

This is a great opportunity for someone with enthusiasm, and a genuine desire to succeed, whilst working in an extremely rewarding industry within a caring business!