**B&M Waste Services**

ROLE PROFILE: *Telesales Executive*

**Based at:** Birmingham **Working Hours:** 40 hours per week

**Position reports to**: Telesales Team leader **Reports:** None

**About**

B&M Waste Services is a customer centric, forward thinking waste and recycling solutions provider with depots located on the Wirral, in Manchester, Preston, Leeds and most recently, Birmingham. Our award winning, family run business is seeking a talented, hardworking and ambitious Business Development Manager to help us grow our business.

**The Role**

This role is predominantly new business requiring cold calling, direct sales and appointment setting, there will also be elements of lead generation.

**Responsibilities:**

Cold Calling; business to business always presenting B&M in a professional capacity, selling unique features and benefits of our services

Upsell waste and recycling solutions to existing customers

Completion of client site risk assessments and site audits

Handle all inbound enquiries assigned to you

Pre-qualify opportunities to ensure they meet ‘business fit’ and pass credit check

Monitor and report on market and competitor activities

Collation of accurate prospect information ensuring CRM is updated on a daily basis with the sales support team

Completion of weekly KPI Sheet

Attendance and participation in fortnightly/monthly sales meetings

Booking appointments with target organisations key management personnel in order to present the companies proposition highlights features, advantages and benefits.

Cross sell B&M additional services including; shredding, hazardous, nationals

Assist Administration and Service Team with implementation of new services

Any other duties as reasonably requested by your Line Manager

**The Ideal Candidate**

You are tenacious, passionate and positive. You enjoy a challenge and want to be able to earn good commission. You enjoy working as part of a team and are competitive in nature. You want a career with development opportunities and are willing to work hard and prove yourself.

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| **Qualifications** **Essential:** * Educated to GCSE Level in English and Maths
* Full UK Driving License

**Desirable:** * Externally recognised Sales Training
* Competitive, non-work related award (ie. Sports club)
* NVQ in Sales/Business Management
* Trained to degree level
 | **Experience** **Essential:** * 12 months continuous employment in sales role
* Selling service contracts
* Telemarketing/appointment booking
* Door to door canvassing

**Desirable:** * Worked within waste industry
* Experience using CRM
* Implementing new services for customers
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| **Skills** **Essential:** * Experienced Outlook user
* Capable user of MS Word and Excel
* Negotiation
* Good problem solver
* Articulate
* Excellent listener

**Desirable:** * Confident and capable Presenter
* Proficient use of CRM
 | **Knowledge****Essential:** * Business to Business selling Environment
* Service Contracts
* Buying Signals
* Sales Process/Sales Stage(s)

**Desirable:** * Waste Legislation
* Governing Bodies (EA, DEFRA etc.)
* Competitors in area
* Geographical prospects
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**Company Info**

The Health, Safety and Wellbeing of our employees is very important to us.

It is your responsibility to take reasonable care of your own and other people’s Health and Safety and must cooperate with us on Health and Safety matters.

You will represent the company in a professional capacity at all times.