

COVENTRY & WARWICKSHIRE CHAMBER OF COMMERCE

Job Description

Job Title: Membership Sales Adviser
Reports To: Membership Manager
Salary Range: £25,000 per annum
Job Type: Permanent/Full Time
Working Pattern: 37 Hours per week – (Mon – Fri)
Bonus: 25% Uncapped Commission

MAIN PURPOSE OF JOB:

To assist with the recruitment and referral of new members to the Chamber of Commerce via telesales.

JOB OBJECTIVES:

- Identify, recruit and refer new members against agreed targets.
- Generate outbound calls, building relationships and rapport with customers
- Account Manage to maximise potential sales opportunities
- To promote services through direct communications such as telephone calls, emails and handling customer needs.
- Sales Support to the wider sales team, to include monthly shadowing.
- To attend and contribute to membership sales team meetings.
- Promote and encourage take up of Chamber services.
- Promote Commercial Services, DIT, Events, Sponsorship as required
- Encourage members to renew membership, particularly after first year.
- Associated sales administration
- Ensure customer activity is logged via the CRM.
- Communicate feedback from customers to the relevant Chamber staff.
- Adhere to Chamber quality systems.
- Other duties as required to fulfil overall Chamber operational objectives.

PERSONAL SKILLS:

- Successful Business to Business sales track record.
- Proven sales experience.
- Confident
- Knowledge and empathy of small businesses.
- Attention to detail.
- Commercial awareness.
- Good negotiator.
- Self motivated
- Knowledge of and commitment to Chamber objectives
- Team Player
- Innovative