

Job Description

Job Title	Customer Sales Advisor
Department	Services
Location	Bathgate, travel as business needs require
Reporting to	Administration Team Manager.
Line Manager to	N/A
Key Relationships	Administration Team Manager, Administrators, Project Coordinators, Contracts Coordinators, Customer HUB team, Contracts Managers, Contract Supervisors, Clients, Customers, H&S, HR.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of Role

Let your personality shine and join us as Everwarm's Customer Sales Advisor. You will play an essential part in our customers' journey and help them to understand energy efficiency measures specific to their property and support the positive change to an energy cost-effective future!

Key Responsibilities:

- Take inbound calls from customers who are thinking of upgrading the energy efficiency of their property.
- Deliver outbound calls to customers to promote energy efficiency measures and guide customers through their quotes and proposals to their bespoke journey
- Be Everwarm's Ambassador for selling and providing technical advice to customers within the process.
- Supporting our client referral process and ensure KPIs and SLAs are met.
- Provide funding and grant information to customers.
- Efficiently and accurately update customer records
- Booking of technical design calls and technical survey appointments.
- Diary Management
- Ad hoc Reporting

Qualifications

No formal qualifications are required for this role, just exceptional customer service and a passion for sales.

Skills, Knowledge, and Experience.

- Ability to understand our customers' needs
- A passion for selling
- Innovate approach to solving customer queries.
- Excellent customer service skills
- Strong call experience

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- Previous tele sales experience

Additional Requirements:

- Disclosure Check/DBS
- Full Clean Driving License

What We Offer

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access and 6 counselling sessions.
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Get rewarded for innovation! Maybe you are the next James Dyson? Our Innovation Station rewards employees and their ideas that help continuous improvement across the business.
- Enhanced Maternity and Paternity Leave as part of our family-friendly benefits.
- A Flexible Benefits Scheme (including buy and sell holidays, bike to work scheme, and Healthshield care plan).
- Access to working group representatives including our ERC, Gender & Equality, and Ethnicity & Diversity for your voice to be heard and help us keep that personal touch.
- The opportunity to join our Sharesave Scheme to become a shareholder in the Sureserve Group and start saving today!
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g., Everwarm Family Fun Day, Summer BBQ, Christmas Night out!