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SUPPLIERS OF FROZEN FOODS AND ICE-CREAM
TO THE CATERING AND RETAIL TRADE

Job Title: Telesales Manager

Reports To: Managing Director

Job Overview

The Telesales Manager is responsible for managing the administrative and operational aspects of the sales office. This includes co-ordinating sales activities, maintaining sales records, and ensuring effective communication between the sales team and other departments.

Full-time position based in an office environment.

KEY RESPONSIBILITIES

Telesales Operations Management

- Supervise and manage the daily operations of the telesales office.
- Ensure efficient processing of sales orders and timely delivery of products.
- Maintain accurate sales records and prepare regular telesales reports for management.

Team Leadership

- Lead, train, and motivate the telesales support to achieve departmental goals.
- Conduct performance evaluations and provide feedback to team members.

Customer Relationship Management

- Handle customer inquiries and complaints in a professional manner.
- Maintain positive relationships with key clients.

Process Improvement

- Identify and implement process improvements to enhance telesales operations efficiency.
- Develop and maintain standard operating procedures for the telesales office.

Data Management

- Manage the CRM system to ensure accurate and up-to-date customer and telesales data.

- Generate and analyse telesales reports to identify trends and areas for improvement.

Communication and Coordination

- Facilitate effective communication between the telesales team and other departments.
- Organise and schedule telesales meetings, training sessions, and other events.

Compliance and Reporting

- Ensure compliance with company policies and industry regulations.
- Prepare and submit required reports to management.

QUALIFICATIONS/EXPERIENCE

Experience:

- Minimum of 3-5 years of experience in telesales operations or telesales support roles.
- Proven experience in a supervisory or managerial position is preferred.
- MS 365 preferred

Skills

- Strong leadership and team management skills.
- Excellent organisational and multi-tasking abilities.
- Proficiency in CRM software and Microsoft 365.
- Strong analytical skills and attention to detail.
- Excellent verbal and written communication skills.
- Ability to handle high-pressure situations and meet deadlines.

Personal Attributes

- Proactive and results oriented.
- High level of integrity and professionalism.
- Strong problem-solving skills.
- Customer-focused mindset.

Salary and Benefits

Salary £negotiable dependant on experience and skills.

- On-site parking.
- Company Pension Scheme.
- Company NHS Healthcare Top Up Scheme
- Company events
- Company pension