

Job specification

Outbound Consultant

Reporting To: Outbound Team Leader

Department: Sales

Contract: Full-time, Permanent (Mon-Fri 9am – 5pm)

Location: Norwich

Salary: £25,000 per annum basic – with OTE of £31,000

Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Holiday Purchase Scheme, Gym discounts.

About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

About You

For this role you will need to have:

- **B2B sales experience**
- **Customer relationship skills**
- **Outbound calling experience**
- **Excellent communication skills**
- **Good attention to detail**

Purpose of the role:

To generate new business leads. The role will combine calling new businesses whilst also upselling additional products and services to existing customers.

Key tasks:

- Achieving daily productivity KPIs – including call time and dials
- Achieving daily lead generation KPIs – including volume of leads generated and quality
- Learning the full range of ISO products and other services available - including e-learning
- Working closely with the marketing team to define targeted campaigns aimed at generating leads for follow up

Bring your best

All colleagues are expected to behave in line with our core company values

#Care & Support #Forward thinking #Own it # Do the right thing

Person specification

Outbound Consultant	Requirement	How will this be assessed? (A = application I = interview)
Qualifications	GSCE Maths & English grade 4 and above	A
		A
Experience	1 year minimum in B2B sales role	A
	1 year in call centre/outbound environment	A
		A
Skills & Competencies	<ul style="list-style-type: none"> • Client liaison skills (B2B) • PC literature • Able to use database/software platforms • Proactive team member. • Experience of using sales force (desirable) • Problem solving attitude • Ability to learn complex product knowledge • Target Driven 	AI
Behaviours & Values	Forward thinking	I
<i>Can demonstrate examples thereof</i>	Care & support	I
	Own it	I
	Do the right thing	I

I BRING MY BEST
OUR COMPANY VALUES AT QMS



I DO THE RIGHT THING



I CARE AND SUPPORT



I OWN IT



I AM FORWARD THINKING