



MICHAEL I HOLDSWORTH LIMITED

JOB DESCRIPTION

Department:	Telesales
Location:	Dorset Depot
Job Title:	Customer Service Operative
Accountability:	Dorset Telesales Manager
Purpose of Post:	To provide a sales service via the telephone, email and fax to existing customers and potential new customers to facilitate sales of the Company's range of products

Main Responsibilities:

Sales and Customer Service:

- To promote a courteous, professional and caring attitude to the customer
- To increase sales by selling additional products to existing customers
- To effectively promote special offers to bring sales over and above the regular sales pattern
- To solicit business from potential customers
- To meet the targets set out in terms of number of calls value of orders and new customers
- To keep up to date knowledge of the product range
- To ensure absolute accuracy in taking details of a customer's order along with any special delivery instructions
- To process orders and enquiries received via email and fax
- To process any credit notes required
- To report any problem, complaint or change in buying pattern to your supervisor
- To maintain the Company's procedure for credit control, deliveries and returns

This is a description of your duties and responsibilities at the present time, however this is not an exhaustive list and other duties may be required in line with the current and future needs of the business.

Person Specification

- **Previous experience in a busy telesales environment**
- **Proven record of sales skills**
- **Computer literate**
- **Excellent communication and written English skills**
- **The ability to multi-task effectively, prioritise workloads and work to deadlines**
- **Interest in food/food trends**

I have read, understood and accept this Job Description

Employee Name:

Signature of Employee:

Date:

Signature of Manager:

Date: