

Groupcall Ltd – Internal Sales / Customer Care

Location: South Woodford, London E18

Reports To: Internal sales manager

Salary: Competitive

COMPANY:

Groupcall provides communications and data extraction services to the UK education, public and private sectors. Our products are installed and in more than 17,000 UK schools and our other software solutions are now being used in both the public and private sector, at home and abroad.

Founded in 2001, we write and develop our own software and now have four products in our highly innovative portfolio:

Messenger: A compressive parental engagement system
Emerge: Apps for school staff
Xporter: MIS Data services, for Authorities, School groups & Partners
Alert: An emergency contact system for the private and public sector

We have enjoyed considerable growth in revenues, profits and company size in recent years and are now looking to hire a dynamic person to assist in our continued growth, with a particular focus on selling additional services to our existing customers, customer retention & sales administration to help build on this success and develop awareness of Groupcall's offering in relevant sectors (both public and private) nationally and internationally – a small but busy office within a friendly and supportive company.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Sales:

- Work as part of territory team to ensure retained revenue and growth.
- Upsell additional product and service to existing customer base
- Act as customer retention liaison – ensures customers continue their subscriptions

Administrative:

- Maintain accurate customer records and subscription renewal dates
- Ensure customers are on the correct / most cost effective package
- Liaise with other internal departments to ensure we maintain customer satisfaction
- Assist in promotion of end user events (User Group Meetings, etc)

Job Skills:

- Excellent telephone manner
- Understanding and experience of selling to the UK schools sector is preferred.
- Ability to work under own initiative, but also as part of a team
- Good computer knowledge with essential and thorough knowledge of Microsoft Word, Excel, and Outlook
- Excellent understanding of sales process
- Training will be provided for specific Groupcall software
- Good written, communication and time-management skills.

The individual must be self-motivated and prepared to working in a busy environment with the ability to work unsupervised.

Beyond this, the successful applicant will also be a strong fit within our company and have the ability to build and maintain relationships both internally and externally. To this end, s/he will need at all times to be:

- Highly motivated, results-oriented and have a clear focus on business growth
- Positive in outlook with a willingness to support and aid colleagues and customers
- Passionate in offering the best quality of service possible to our customers
- A natural forward planner who critically assesses his or her own performance
- Credible with a professional demeanour, comfortable in dealing with people at all levels
- A team player with strong and empathetic communication skills; having the ability to see things from all people's points of view – both within the Groupcall team and when working with external parties
- Well-presented, business-like and keen to gain new experiences, responsibilities and accountabilities as the company continues its growth
- Tenacious and proactive, articulate and numerate and able to work both as part of a team and under his or her own initiative.

Further information about the company can be found at www.groupcall.com for more details, or to apply, please send a CV and covering letter to the Commercial Director, Stuart Abrahams at: sabrahams@groupcall.com.

Groupcall is an equal opportunities employer and is committed to ensuring that all partners, staff, job applicants, customers and suppliers are treated fairly and with respect, irrespective of their actual or assumed background including gender, sexual orientation, marital status, age, race (including colour, nationality and ethnic origin, religion/belief or disability).