

JOB DESCRIPTION

INSIDE SALES REPRESENTATIVE (GERMAN SPEAKING)

The Company

Quantum Marketing has a 20 year heritage in the technology sector. We are specialists in B2B technology campaign activations blending data, creative, multi-channel marketing and technology. We are very much commercially focussed providing pipeline development for our clients.

We are also an award winning agency and need to maintain and further develop our high standards through the development of our talented team.

THE ROLE:

Inside Sales Representative are the heart of our business and are key to the success of our client assignments - Representing Global Brands, the quality and volume of the work delivered by you is what makes us Market leaders within our sector.

You will be part of a highly motivated team that demonstrate enthusiasm, knowledge and drive and will receive the support of experienced managers to help you succeed.

The role is based in Reading and will involve making outbound calls to generate leads for our blue chip clients in the technology sector. We contact mid to senior level professionals on behalf of our clients and so a professional and skilled approach is essential at all times. You will also need to be self-motivated and positive and take rejection as a learning curve to make your next call better.

Our environment is fast paced, competitive and lively. Our approach is open, transparent and team orientated and we are constantly on a journey of continuous improvement.

From our offices in Reading, we operate several campaigns across the world in different time zones, a variety of languages and have teams from around the Globe, making it a unique and international environment.

Roles and responsibilities (ISR)

- To provide a seamless professional extension of each client on each and every call and customer interaction;
- To work on client assignments as directed to you;
- To develop specific and extensive client and product knowledge depending on each campaign to ensure client needs are met;
- To generate BANT qualified leads for our clients (lead gen only);
- To identify and contact decision makers into a specific contact base, as allocated;
- To gain further information on target organizations (enterprise mapping and profiling) and update relevant systems as appropriate;
- Identify new business opportunities and quick win situations, and nurturing your allocated database;
- Attend any relevant training and briefing sessions with clients, either on or off site, and present oneself in a professional manner in any client facing situations;
- Track your own performance targets and be able to understand the business requirement from you in order to meet and exceed campaign targets;
- Meet specific KPI targets as defined by your Team Manager;
- Carry out administration related to client campaigns to a high quality, (as required) including:
 - Lead write ups
 - Email communications
 - Database management
- Work effectively as part of a team and assisting other members of the team as and when required;
- Conducting the role's day to day activities in accordance to the company values;
- Identify any areas of improvements to our ways of working and raise with your team manager.
- Proactively manage your calling and role responsibilities, including:
 - Ensure you have the correct Call Guide and SOW prior to calling/undertaking any campaign related activity;
 - Ensure you have received the relevant training prior to starting calling on any campaign, or undertaking any task that has been assigned;
 - Ensure you have the relevant data and or workload;

- Identify to your TM or CAM the need for more data or tasks in order for you to fulfil your targets;

We recognise talent and potential and are proud to announce that most of the management and support team started as Inside Sales Representative and have grown with the business.

Requirements

ESSENTIAL:

- Business level English and German
- Experience in telemarketing or sales environment
- Knowledge of the IT Industry
- General understanding of technology products
- You will need to be proactive and work on your own initiative and you will be financially rewarded for each quality lead generated.
- Self-starter - be able to motivate yourself and manage call data effectively, nurture prospects and maintain your calendar for follow up calls
- Flexible approach, ability to handle objections, display initiative and work under pressure both on an individual level and as part of a team when required.
- Be a fast learner and have the ability to grasp knowledge quickly and effectively.
- Excellent verbal communication and relationship building skills

HIGHLY DESIRABLE:

- You must be experienced in making outbound calls to companies, finding the right contact and generate high quality leads for our Global Clients.
- Have experience in Inside Sales Representative, Lead Generation, Telemarketing
- Previous B2B experience - preferably outbound
- Fluency in an additional language
- Have experience of working with CRM and telephony systems

Benefits

Base salary plus variable bonus based on meeting agreed upon objectives.