

Telesales Agent

Riskex has enjoyed continued growth during 2021 and as a result, we are now looking for a target-oriented Telesales Agent with experience in outbound telesales to join our team and support our marketing and sales efforts. The role is based in our Head Office, situated in Central Milton Keynes.

We are passionate about what we do and are looking for people with similar drive and enthusiasm. As such you will reach out to customers and prospects by phone, email and LinkedIn in order to generate qualified sales leads and book online product demonstrations and appointments for our sales team.

As a Telesales Agent, you must be able to understand customer requirements quickly and articulate how the features of our products translate into benefits that help them to solve their health and safety challenges. You will rely on your excellent communications skills and persuasive telephone manner, as well as a friendly and helpful approach to building relationships at all levels of a prospect's organisation.

We are looking for a real team player who thrives in a fast-paced environment. The type of person we are looking for will have previous experience in an outbound calling role with a track record in achieving and exceeding appointment-setting targets and related KPIs.

Key Responsibilities & Critical Success Measures

- Meeting all agreed lead generation KPI's and appointment/demonstration targets
- Managing raw leads by list building to ascertain contact details for target prospects
- Qualifying all leads using BANT methodology
- Managing all lead qualification activities for allocated leads, including list building, cold calling and booking sales appointments / online demonstrations
- Preparing and sending marketing information requested by prospects during the qualification stage
- Maintaining all records related to your activity within the bespoke Riskex CRM system, following all processes consistently, accurately and to a high standard
- Carrying out online research for prospective organisations, to optimise sales targeting and inform marketing campaign planning
- Carrying out telesales campaigns to invite prospects and clients to attend Riskex events (webinars, online group demonstrations, customer forums and focus groups etc.)
- Maintaining an updated and accurate appointment-setting schedule and report on this weekly
- Building and maintaining product knowledge: understand the business and technical problems that our solutions address. Stay current on the Riskex product roadmap, understanding the features and functionality of all product modules and packages, and how these are applied to address client needs
- Building awareness of; and maintaining up-to-date insights regarding health and safety market trends and the competitor landscape

Candidate Profile

- 2 years plus in a telephone-based customer facing role for a technology business – this could be telemarketing, telesales or customer services
- Confident and articulate telephone manner
- Experience in using CRM systems
- Excellent communication skills – both written and verbal
- Good working knowledge of Microsoft Office applications
- Strong interpersonal skills and empathy with prospects
- Well-structured and organised, able to prioritise workload and work under pressure

Job Description

- A strong desire to start a sales career
- Enthusiasm for the new technologies and a desire to learn and continuously improve
- High energy, self-starter and a positive attitude
- Diligence and enthusiasm; you appreciate quality and deliver it on a daily basis
- Team spirit; you seriously care about what you do and appreciate collaborating with your colleagues

About Riskex

Ground-breaking innovators of cloud-based software since 2004, Riskex delivers the market-leading Health, Safety and Covid-19 management software brands – AssessNET and Safe2Day. Based in modern offices in Milton Keynes, our technology is trusted by household names, such as Ikea, Ocado and University of Cambridge, along with many other blue-chip organisations who rely on our technology to keep their employees safe and to protect their businesses from risk.

We are an established business with a strong financial base but have the agile mindset of a start-up. Having proven our technology in a highly competitive landscape, we now want to scale our business to move to the next level.