

Job Description

Job title: Senior Telemarketer

Reporting to: Team Manager

Location: Great Guns Marketing Limited

The Square, Basing View, Basingstoke RG21 4EB

Job function:

To undertake telemarketing tasks on clients' behalf to achieve the client's project objectives

Duties and Responsibilities

1. To undertake briefing meeting with clients and assist project lead and account manager to create a client lift speech that captures all details required to enable the success of a project. To be forwarded to Mick Spain for approval before start of project.
2. Work with project lead and account manager to define project tasks required to be carried out to deliver against the client brief
3. To deliver the clients project to a high standard in line with GGM procedures. Escalate any issues to project lead/Account manager.
4. To feedback to project lead and Client Account Manager progress and suggestions to ensure successful project completion.
5. To complete activity reports, project progress sheet and other administration tasks correctly and in a timely manner. Ensuring project activity to be recorded accurately.
6. To use related IT equipment in a manner commensurate with the requirements of the Great Guns Marketing IT environment
7. To undertake the responsibilities to lead a project where assigned.
8. As necessary undertake other tasks not included in this job description as directed by the Operations Director, or Manager of GGM.

Experience required

1. Relevant qualifications – degree or equivalent, or commensurate relevant experience
2. Good oral and written communication skills with a good command of the English language
3. Minimum of 5 years demonstrable experience leading client-facing projects in a telemarketing environment
4. Computer literate with good skills in Microsoft Office applications (or equivalent)
5. Used to working on own initiative and leading client projects to achieve project goals

6. Numerate, with a good understanding of activity reporting process and the requirement for them