

Description

Greyhound is recruiting for a **Tele Sales Agent**, on a permanent basis, to join a growing team based in our HQ in Dublin. The role reports to the Customer Service Manager.

About us...

We are a second-generation Irish family business that has been involved in the waste management business for over 40 years. We are committed to recycling and are constantly innovating and educating to reduce the amount of waste that goes to landfill. All of our operational processes focus on facilitating recycling, composting and even turning household waste into a sustainable energy source!

We are always looking ahead. We strive to understand and stay ahead of the trends that will shape our industry in the future.

Key Responsibilities:

- Handle high volume inbound & outbound calls, emails and webchats in an effective and efficient manner.
- Handle customer issues and complaints in a manner that is empathetic, sensitive and confident.
- Deliver consistent performance through adherence to the appropriate processes.
- Effectively analyse moderately complex information and /or unusual situations using a variety of techniques.
- Work within a team to meet and exceed individual/team performance targets including SLA's.
- Demonstrate initiative whilst operating within a team and set high standards of professionalism in all business dealings.
- Analyse, evaluate and complete work in accordance with agreed standards and limits.
- Liaise with other departments as necessary.
- Carry out any other tasks or responsibilities as required in the role.
- Ensure that the company's culture is maintained by providing feedback to management on any customer service issues or concerns.
- Ensure that the customer has an exceptional customer experience.
- Maintain knowledge of current products and services, as well as new product releases and promotions.
- Supporting Sales Team Leader with new outbound campaigns and customer satisfaction projects



Personal Skillset:

- Customer Service – Handle calls, emails and webchats coming into the business and pre-call planning / preparation, understand the importance of voice, being polite and engaging, an active listener blocking out distractions, able to establish customer's wants, able to deliver attention grabbing statements whilst outlining needs. Able to handle objections.
- Administration – Accurately and efficiently handle incoming and outgoing mail in a manner that complies with regulatory requirements.
- Customer Focus – Increase customer satisfaction through the delivery of excellent service.
- People and Workflow Management – Manage own time and priorities and can remain focused, positive and enthusiastic when issues are encountered.
- Colleagues – Work positively as part of a team and in supporting and motivating others to achieve team objectives.
- Operational Effectiveness – Deliver consistent performance through adherence to the appropriate processes.

Desirable Business Skillset:

- A minimum of 1 years` experience in a busy and productive customer focused environment.
- Competency in PC packages including the MS office suite and Excel in particular.
- Experience in a call center type environment desirable
- Work experience in a role with a high priority on data entry accuracy and the requirement to meet strict timelines desirable.
- A proven ability to work in a fast-paced environment with a varied and challenging workload.

Join a business that has a proven track record for training and development, internal promotion and progressing team members to the next stage of their career.

- Career development and training opportunities

Greyhound is an equal opportunity employer.

Job Types: Full-time, Permanent



