



Title: Teles Sales Agent

Company Overview:

Greyhound Recycling is a leading waste management company that is committed to providing sustainable and efficient solutions for businesses and households. We are committed to recycling and are constantly innovating and educating to reduce the amount of waste that goes to landfill.

With a strong focus on customer satisfaction, we strive to deliver exceptional service and promote environmental stewardship.

Our business is built on our people. We employ over 200 people at our Crag Avenue facility and all our profits are re-invested in the company.

All our operational processes focus on facilitating recycling, composting, and working towards a greener, cleaner world.

Key Responsibilities:

- Handle high volume inbound & outbound calls, emails and webchats in an effective and efficient manner.
- Occasional Field Sales Campaign.
- 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.

Benefits:

- Competitive salary
- Uncapped commission & bonus
- Holiday entitlement 20 days plus 9 bank holidays
- Free parking on site
- Training and Development - Support with continuous development
- Progression Opportunities
- Employee Assistance Programme.

Job Types: Full-time, Permanent

Schedule:

- 8-hour shift
- Day shift
- Monday to Friday

Join Greyhound Recycling and become part of a dedicated team that values customer service excellence and environmental sustainability. Apply now to contribute to our mission of creating a cleaner and greener future.