

## Product Advisor – Residential Sales

### The Phone Co-op (part of Midcounties Co-operative), Oxfordshire

The Phone Co-op is the only UK Telecoms Co-operative and has offices in both Oxfordshire and Manchester.

Owned by our members and part of the MidCounties Co-operative we reflect our members values in the way we run our business.

As a Co-operative we have a different way of doing business, putting social responsibility at our core.

We are looking for a Product Advisor to join the team. Working in small sales team, closely alongside customer services, and looking after residential customers - the role will be a mix of inbound and outbound calling, and confidently advising on products and services, upselling and cross-selling.

<b>Job Title</b>	<b>Product Advisor</b>
<b>Department</b>	<b>Residential Sales Team (of 3), Marketing &amp; eCommerce</b>
<b>Reporting To</b>	Gemma White, Sales Team Leader
<b>Location</b>	Chipping Norton, Oxfordshire
<b>Salary</b>	£18,000
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Taking calls from residential prospects, generating an interest in our products and services representing the business in a professional manner at all times</li><li>• Making calls to residential customers to encourage retention, loyalty and to reward and encourage advocacy</li><li>• Managing customer communications via social channels and email to deliver help and support customers around product selection</li><li>• Delivering excellent customer service through customer focus through active listening and developing an understanding of customer needs</li><li>• Maintaining customer records, placing orders, upsell and cross-sell marketing activity</li><li>• Attending promotional events, networking and developing and building relationships within the wider co-operative network of Midcounties</li></ul>
<b>Skills / Experience / Qualifications</b>	Essential: <ul style="list-style-type: none"><li>• Confident communication - verbal and written – strong grammar and ability to communicate with customers, maintaining a professional and friendly approach</li><li>• Ability to work well within a team and collaboratively</li><li>• Keen to learn and develop - proactive</li><li>• Previous telecoms experience in customer services and selling</li></ul>

	<p>Desirable:</p> <ul style="list-style-type: none"><li>• Previous experience in telecoms/mobile/IT Insurance / Financial services</li><li>• 2-3 years' experience in any of the above or relevant industry including a co-operative or socially responsible business</li></ul>
<b>Hours</b>	9:00am -5:30pm. 5 days a week.

Please send covering letter and CV to Gemma White ([gemma.white@thephone.coop](mailto:gemma.white@thephone.coop)) by Friday 21 September 2018.

[www.thephone.coop](http://www.thephone.coop)