

**Role Profile / Job Description**

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| **Job Title:** | New Business Consultant |
| **Team:** | Sales |
| **Location:** | Melrose House, Croydon |
| **Role reports to:** | Daniel Wild – UK Sales Director |

To apply email your CV with a covering letter to daniel.wild@responsesource.com

**Job Description**

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| **Purpose of role:*** To target and close new business revenue by driving, managing and closing free trial requests whilst proactively sourcing new business from lapsed clients and other sources across the range of services from ResponseSource Limited.
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| **Key responsibilities:*** Dealing with incoming customer requests for trials and more information.
* Identifying customer requirements for an effective trial through telephone contact.
* Set up and update client information on ClientSource and other relevant internal systems.
* Maintain effective customer service throughout the trial process.
* Review the trial and quote the customer with reference to the relevant package costs.
* Effectively close sales leads following trials.
* To maximise revenue from new clients
* Proactively source and target new business from lapsed clients and from other sources.
* To demo and provide training for the various services offered by ResponseSource Limited over the telephone and face to face.
* To deliver on sales targets
* To ensure the pipeline management system is kept up to date
* To ensure client satisfaction and to ensure high standards of customer service
* To achieve outlined Key performance indicators
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| **Key performance indicators:*** £12,900 (average) revenue contribution per month
* 100 customer calls per a week
* 4 Media Contacts Database demos per a week
* 10 Journalist Enquiry Service trials initiated each week
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| **Key relationships** (internal and external):* Internal - Research Team, Finance Team and Development team
* External – New Business Prospects and ‘Lapsed’ customers
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| **Authority level** (people, policy, financial):* Sign-off of customer contracts in accordance with pricing policy
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| **No. of Direct Reports:**  | n/a |

**Person Specification**

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| **Essential knowledge/skills:*** Current working knowledge of:
	+ Sales and sales processes
	+ Customer service
	+ Working towards targets
	+ Telephone based sales
	+ Negotiation of commercial contracts
	+ Good presentation skills
	+ Excellent interpersonal skills
	+ Good written, oral and electronic communication skills
	+ Problem solving, analytical and numerical skills
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| **Desirable knowledge/skills:*** Experience selling software solutions to small, medium and large organisations
* Account management of software solutions to small, medium and large organisations
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| **Essential experience:*** Related industry experience (media industry and/or information subscription services/SaaS)
* Excellent, recent track record in sales
* Track record of hitting/exceeding targets
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| **Essential qualifications:*** Fluent written and spoken English
* Excellent numeracy
* Evidence of training and CPD in sales
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