# Direct Life RGB - 314px

**Job Description**

**Job Title:** Sales Support Manager

**Responsible to:** Sales Manager

**Main Purpose:** Recruit and develop LifeQuote intermediaries using telephone sales techniques.

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**Specific responsibilities;**

Contact, fact find, and introduce LifeQuote to new intermediaries by phone, with the aim of recruiting them to use LifeQuote’s services.

Arrange appointments, or follow up calls, for the external sales team, with the intention of securing new LifeQuote agents and generating new business income.

Support specific sales campaigns, face to face, with selected advisers, to promote specific LifeQuote messages or services.

Maintain accurate records of sales activity, and pro-actively follow up call activity for pipeline opportunities.

Be fully conversant with the developments that occur in LifeQuote and the commercial models we operate.

Provide feedback to ensure we are delivering the functionality and service that advisers expect.

Assist in other adviser facing sales and support functions, depending on work volumes.

Keep accurate records of daily activity and the results.

Issue partners with relevant MI, and be able to answer queries on standard MI packs.

Build strong relations with all parts of the business so that the working knowledge of LifeQuote and Direct Life is up to date.

To conform to regulatory and cultural guidelines as set by management e.g. Treating Customers Fairly (TCF), Data Protection, Health and Safety and EEC, Quality and Service Excellence, Financial Crime, Money Laundering and Complaint handling.

Identify improvements to, and make suggestions for, improving processes for customers and the business.

Conduct and communicate in a professional and empathetic manner, securing ‘sales through service’.

Handle all customer contact, both verbal and written, in a professional and empathic manner.

To provide the highest possible standard of Customer Care, meeting Customer needs and satisfy business demands.

Show flexibility and carry out any reasonable duties set by the Sales Manager.

**Essential Skills:**

* Experience of Telephone Sales
* Target and results driven
* Confident and able to use own initiative
* Good telephone manner
* Excellent Customer Service
* Accurate, with attention to detail
* Ability and maturity to empathise
* Adaptable and sharp
* Happy and able to work shifts
* Able to work under pressure

**Desirable Skills:**

* Knowledge of the protection market
* Flexibility with working overtime
* Ability to change shifts in order to cover staff absence or attend training