

Telesales Agent Based in Belgrade, Serbia

Hyperoptic is the largest 1 Gig residential broadband provider in the UK. Over the past 5 years we've grown from a small team of people with a simple idea, to a larger group of people executing the idea with a simple focus – efficiently bringing 1 Gig broadband to urban areas across the UK.

As we continue to evolve our strategy we are looking for people who believe in reliability, intelligence, zeal, and excellence. If you're looking for an exciting challenge that is rewarding and enjoyable then read on...

The mission

Hyperoptic is more than just an internet service provider; it also installs its own fibre infrastructure into multioccupancy buildings, bringing the UK's fastest internet speeds to users. Your primary responsibilities will be speaking with residents (inbound and outbound telephone calls) of Hyperoptic service-connected buildings in order to raise awareness of company broadband services & drive sales. Other duties, responsibilities and qualifications may be required and/or assigned.

Responsibilities and duties will include:

- Receive inbound sales calls and queries, answering customers' questions and signing them up to their optimal service
- Call residents of Hyperoptic buildings who have registered their interest in our service to try to convert them to purchase
- Call existing Hyperoptic customers to inform them of the benefits of faster packages and try to up sell them
- Call Hyperoptic Champions (Residents who have agreed to help promote our service) to work with them & support their activities
- Call Building concierges to work with them, identify marketing opportunities within their buildings & support their activities to convert residents
- Assist, as required, with booking installations for customers
- Retention activity – Contact customers via telephone and email who look to cancel their service and address any problems that they may have and retain them as a customer
- To assist and convert real time chat sales enquiries
- To answer and convert the email enquiries and voicemails within agreed SLA

Person specification: (Essential and desirable)

- ✓ Highly motivated, energetic sales person who loves selling and who is up for a challenge;
- ✓ Excited to work in a fast-paced environment with constant change;
- ✓ Ambitious and comfortable with targets. You take ownership of your work and are always looking for opportunities to exceed your targets;
- ✓ Confident in communicating to residents (consumers) over the telephone.
- ✓ 1-2 years' experience working in a sales driven or target driven role, in a telesales capacity (both inbound and outbound experience) with residential customers
- ✓ Experience of explaining a service or product to customers to deliver a sale, tailoring your approach to match the prospects needs
- ✓ Focused, and self-motivated enough to seek out and exploit opportunities to achieve your targets
- ✓ An understanding of the broadband/telecommunications market desirable, but full training will be given
- ✓ Keen to learn in order to achieve targets
- ✓ Excellent spoken English

Hyper Standard: RIZE Values

Value	Reliability	Intelligence	Zeal	Excellence
Principle	Deeds are more important than words	Use your brain at every opportunity	Demonstrate passionate determination	Quality separates us from the competition
Behaviour	Do what you say you will to customers, stakeholders, and colleagues	Overcome challenges, ask questions & consider alternatives.	Go above and beyond to make things happen	Double check work & don't make the same mistake twice

The role will be based in Belgrade Office. The work will be organized in shifts 10h00 – 22h00 including weekends and Public holidays that will be paid for accordingly. The successful candidate will be offered a monthly salary and milestone and achievement based incentives.

If this role is of interest and you believe you've got what it takes to be a part of a fast-paced and energetic business, we'd love to hear from you.

Please send us your CV: eta.sateles@jakalounge.com