**

*JP Corry is the leading Builders Merchants in Northern Ireland. Our name is renowned for providing excellent value and quality service in the supply of building materials and timber based products. We take immense pride in supporting our customers not only in our day to day service, but also through the development of our branch network, along with the improvement of our product and service range.*

*Within JP Corry we also provide excellent career opportunities in a challenging and rewarding environment. By hiring the right people for the job, and providing the right tools and training, we offer the opportunity to build a strong and lasting career, with continual support to develop and grow.*

*Due to our continued success, we are pleased to announce we are recruiting for the following full time permanent role to join our lively office at Springfield Road, Belfast office in our new regional sales department.*

**Central Customer Experience Executive**

*Ref: SP343*

The Central Telesales Executives will play an integral role in helping to proactively grow our business whilst fully encompassing our customer first culture. In this outbound telesales role, customers must remain at the forefront of every action, ensuring sales are maximised by meeting and exceeding the needs of each individual customer.

Job duties include, but are not limited to:

* Proactive outbound calls to regional customers including lapsed, dormant, declining and non-trading accounts
* Acting as a first point of contact for customer queries, developing a strong relationship
* Developing and nurturing accounts before passing out to branches / field sales teams
* Logging complaint calls and converting into sales opportunities
* Providing after sales support
* Building and maintaining relationships with customers, with the aim of retaining and developing accounts
* Actively promoting group and branch based campaigns and special offers to target customers.
* Generating leads through various channels such as existing customers, Net Promoter Scores and various internal / external reports
* Regular internal communication with branches and specialist sales teams
* Utilising e-tendering portals

This job role requires a highly motivated and driven individual who enjoys working in a fast-paced and target driven environment, with excellent awareness of customer service and sales.

Further to this, an ideal candidate will be/have;

* Proven telesales/proactive customer service experience
* The ability to build rapport with new and existing customers
* Seek out and maximise all opportunities
* Experience of working to ambitious targets
* Strong communication skills, and IT literate
* Comfortable working in a busy environment
* Excellent organisational and prioritisation skills
* Strong ability to work under own initiative

Benefits of this role include:

* Bonus scheme
* Flexible holidays
* Sharesave and share plans
* Pension Scheme and DIS Benefit
* Staff discount
* Enhanced Maternity & Paternity pay
* Childcare vouchers
* Flexible working
* Training opportunities

If you are interested in this job opportunity, and feel you have the relevant skills for this role, please complete the application form on our website [www.jpcorry.com/careers.aspx](http://www.jpcorry.com/careers.aspx) and return it to [LMG.HR@saint-gobain.co.uk](mailto:LMG.HR@saint-gobain.co.uk) before the closing date on **17th February 2017.**

**JP Corry is an equal opportunities employer**