



Position: Internal Sales Consultant (Juta Law)
Location: Johannesburg (Sandton Office)
Reporting to: Sales Manager

The Internal Sales Consultant will assume a supporting role to the Business Consultant, taking shared responsibility for meeting and exceeding sales targets. The incumbent must enjoy the challenge of working in a team and be committed to assisting in achieving overall goals and targets. Duties include, outbound telephone sales campaigns as the primary focus, prospecting and setting up appointments for Business Consultants, maintaining relationships with customers and customer retention. This is a high performance position that would suit a highly self-motivated and driven individual.

Responsibilities:

1. Meeting or exceeding Business Unit sales objectives

- Source lists of prospective clients.
- Mining Bookmaster customer database for prospects & cross-selling opportunities.
- Optimise sales activity of Business Consultant through scheduling qualified appointments & enabling maximization of personal selling time.
- Attend to pending sales in order to assist in the closing of sales.
- Tele-sales campaigns: Sell customers selected publications telephonically.
- Prepare and conduct telephonic sales campaigns: Sell customer selected publications telephonically.
- Follow-up on cancelled subscriptions with the aim to re-instate.

2. Relationship building

- Building & maintaining relationships with key customers.
- Regular telephonic contact & correspondence.
- Maintenance of Business Unit's client base.
- Dealing with queries & client complaints.
- Post-order follow-up to ensure delivery & full satisfaction with products.

3. Sales Administration and reporting

- Order Processing
- Preparing & distributing quotations, catalogues, samples
- Attending to payments & queries
- Daily capturing of client data & intelligence
- Compile reports: feedback, weekly contact & sales reports, monthly sales & intelligence reports

Attributes:

- Matric with at least 1 year tele-selling and/or call centre experience
- Sales experience essential with an interest in working within the legal publishing industry
- Understanding of the law market a strong recommendation
- Bookmaster experience an added advantage
- Bilingual communication skills in English & Afrikaans required
- Driven towards exceeding sales targets

Competencies:

- High level of persuasiveness and sales ability
- Sound understanding of Internet, Intranet and optical media concepts and applications.
- An unwavering customer service orientation
- Excellent communication skills (both verbal and written) and the ability to communicate with a wide variety of people
- Excellent planning and work organising skills
- Energetic, driven and goal-orientated
- Able to work independently and without close supervision
- Prospecting skills
- Attention to detail and the ability to perform well under sustained pressure
- Teamwork ability

We offer a competitive and market related remuneration package, commensurate with experience. To apply, please email your letter of application and CV to Grace Kironde lawsales@juta.co.za by 26 November 2012. This appointment will be made in line with Juta's employment equity plan. If you do not receive a response from us in two weeks time, please consider your application to have been unsuccessful.