



Internal Sales Consultant (Juta Law)

Location: Sandton

Reporting to: Sales Manager

The Internal Sales Consultant will take on the responsibility of meeting and exceeding sales targets by active telesales campaigns. The incumbent will be responsible for selling a full range of legal publications in print and electronic format. Duties include, outbound telephone sales campaigns as the primary focus, prospecting, maintaining relationships with customers and database development. This is a high performance position that would suit a highly self-motivated and driven individual.

Responsibilities:

1. Meeting or exceeding sales targets

- Prepare and conduct telephonic sales campaigns
- Sell customers selected publications telephonically
- Source lists of prospective clients
- Mining bookmaster customer database for prospects & cross-selling opportunities
- Develop an active database focused on the market/s assigned
- 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 the client database
- 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
- Able to work independently and without close supervision
- Energetic, driven and goal-orientated
- 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
- Prospecting skills
- Attention to detail and the ability to perform well under sustained pressure
- Tenacity and energy
- Teamwork ability

We offer a competitive and market related remuneration package, commensurate with experience. To apply, please email your letter of application and two-page CV to lawsales@juta.co.za by 22 April 2016. This appointment will be made in line with Juta's employment equity plan. Should you not receive a response within two weeks, please consider your application to be unsuccessful.