

Clarity Pharma Ltd is a leading Pharmaceutical Distributor providing both bespoke end-to-end distribution services combined with market access services, insights and strategies. We work with a number of clients providing them with storage and distribution services as well as supplying over 2,000 Primary Healthcare customers.

Founded since 1999, we have had huge success over the years, winning numerous awards and most recently in 2021 winning the 'Alantra Pharma Fast 50' award for the second year running.

We currently have an exciting opportunity for an experienced Telesales Executive, to join our team. This role will support our existing and target clients and manage account activities, to drive sales activities of new business across the company.

#### Role and Responsibilities:

- To gain and develop new business (selling directly over the phone).
- To have responsibility for a database of existing and target customers.
- To pro-actively contact existing customers to maintain and grow the business with their accounts.
- To ensure all customer enquiries are managed in a professional and timely manner.
- To collaborate with various departments to seek further product information to resolve queries.
- To develop a good working knowledge of the product range to engage with the customer and provide an efficient front-line service.
- To complete order processing.
- To generate and calculate quotations for accounts.
- To work to Key Performance Indicators, Service Level Agreements and quality standards to maximise customer satisfaction.
- To complete the daily and monthly targets set.
- To follow procedures for each task and process/request including logging, processing and progress chasing enquiries
- To complete various department administration as required by the business.

#### Person specification:

- Telesales experience- **Essential**.
- High level of customer service skills.
- Ability to create needs and opportunities and to "think on feet".
- Experience in working to targets & deadlines.
- Excellent communication skills (written and spoken).
- Highly organised nature with meticulous attention to detail.
- Proactive and hard working with a 'can-do' attitude.

Benefits:

- Opportunities for career progression.
- Clear commission structure.
- On-site parking.
- 25 days holiday + 'Birthday Club'.
- Company socials.
- To be part of an exciting & growing company with a great team.

If you believe this role could be a good match, please apply now!