



Silverstone Circuits Ltd
Job Description

Job Title: Contact Centre Executive
Reporting to: Head of Customer Services
Department: Contact Centre
Contract Type: Fixed term until 30th September 2019
Closing Date for applications: Friday 8th February 2019

Job Purpose

To be a proactive member of the Contact Centre team which offers a 7 day service with the responsibility of meeting the Company's customer service sales targets by ensuring all calls are answered promptly and in a sales focused and customer centric manner.

Key Accountabilities:

1. Answer phones professionally and persuade customers to purchase a product or extra service
2. Respond to customer service enquiries by providing accurate product and service information
3. Research customer required information using available resources and follow up customer calls where necessary
4. Handle and resolve customer complaints within role boundaries
5. Process orders, forms and applications
6. Identify and escalate priority customer issues
7. To complete ad hoc administration tasks as requested and recommend improvements
8. Achieve monthly and quarterly sales targets

Key Relationships

Head of Customer Services, Contact Centre team members, external and internal customers

Knowledge and Skills

- Excellent sales and customer service skills.
- Experience within a sales environment essential, either face to face or call centre based.



- Proven ability to both up sell and promote the company meeting department and individual targets.
- Good communicator with excellent listening skills and telephone manner.
- Good knowledge of Windows packages (Word/Excel) and use of the internet.
- Flexible approach to working hours
- UK driving licence

To apply for this role, please email your CV and covering letter to recruitment@silverstone.co.uk