



Employment Pack

*Exciting
Opportunities*


REGAL
Fish Supplies Ltd



Join Our Team

Regal Fish Supplies Ltd

Ardent Road, Falkland Way
Barton Upon Humber
North Lincolnshire
DN18 5RN

Telephone 08453 893 973

Fax 01652 634 790

www.regalfish.co.uk



JOB DESCRIPTION

<u>Job Title:</u>	Customer Sales Representative
<u>Department:</u>	Call Centre
<u>Location:</u>	Barton on Humber, North Lincolnshire
<u>Responsible to:</u>	Call Centre Manager & Team Leader
<u>Responsible for:</u>	Maximising sales to existing customer base.
<u>Key Relationships</u>	Call Centre Manager, Team Leaders, Colleagues

Main Duties:

1. To sell to the company's customer base providing a high level of customer service to the standard expected by both company and customer.
2. To be able to use and understand the Touchstar predictive dialling system.
3. To ring a specific number of customers per hour to targets set by the Directors so as to maximise long-term revenue from the customer base.
4. To work to targets periodically set by the Directors and communicated to the Call Centre.
5. To attend training sessions when necessary to update or refresh skills.
6. Attend meetings, appraisals and other activities when necessary to keep up to date with current issues.
7. Ensure the accurate completion of paperwork in relation to the role.
8. To know what your responsibilities are under the Health & Safety Act and to work safely at all times.

Knowledge & Skills Required:

Keyboard skills
Telephone Skills.
Accurate and numerate
Customer Service

Communication Skills
Selling Skills

PERSONNEL SPECIFICATION
Customer Sales Representative

Person	Essential	Desirable	How assessed
Impact on others Appearance Speech Manner Self Confidence Competence in dealing with people	Clean and well dressed Clear Speech Friendly, pleasant Confidence, enthusiasm, approachable, accommodating and unassuming	Certain to create the right impression Able to communicate with all types of people. Sufficient to make own decisions within sphere of competence High degree of tact and discretion	Interview Interview Interview Interview
Qualifications General Education Occupational qualification		Good standard of education Previous Call Centre and/or telesales experience. NVQ in Customer Service	Application form and covering letter Application form and covering letter
Abilities Aptitude	Excellent written & verbal communication skills; including professional telephone manner. Numerate, good written and oral skills. Able to apply information intelligently Possesses a strong customer focus, continually striving to ensure that the customer experience is one that exceeds expectations.	Ability to organize own work load To work to standard operating procedures and a perfectionist approach	Application form and covering letter and Interview
Motivation Ability to organize own work and set self-goals Ability to work alone or in a team	A positive & enthusiastic team member who feels equally confident working independently. Strong problem solving ability & results orientated.	Ability to establish efficient working practices. Ability to work alone where necessary and motivate self to meet time and standard targets	Interview Interview

Person	Essential	Desirable	How assessed
<p data-bbox="191 149 412 239">Adjustment Responsibility and Reliability</p> <p data-bbox="191 457 347 483">Acceptability</p>	<p data-bbox="516 180 800 296">Reliable in handling confidential matters and meeting important deadlines</p> <p data-bbox="516 331 756 422">Reliable in providing information to Team Leader's</p> <p data-bbox="516 457 808 548">Appearance and manner should be acceptable to all levels of staff.</p>	<p data-bbox="837 426 1094 516">Should be open and friendly to all levels of staff</p>	<p data-bbox="1159 180 1268 205">Interview</p> <p data-bbox="1159 426 1214 451">PPA</p>

For Office use only

Date Application Received:.....
No.....

Application



CONFIDENTIAL

Ardent Road,
Falkland Way,
Barton on Humber,
DN18 5RN

Application for employment as:.....

Surname (Block Letters)

Other names:.....

Address:.....

.....

.....Postcode:.....

Telephone:.....

Current Driving License: YES/NO

Details of current endorsements:.....

.....

Please tell us about any other jobs you have done and about the skills you used and/or learned in those jobs.

Please tell us why you applied for this job and why you think you are the best person for the job.

If you have any disability please tell us about any adjustments we may need to make to assist you at interview.....
.....

Please tell us if there are any dates when you will not be available for interview.....
.....

Data Protection Notification: (please read carefully before signing this application)

The information you have provided in completing this application form will be used to process your application for employment. The Company will keep the information you have supplied confidential and will not divulge it to third parties, except where required by law, or where we have retained the services of a third party representative to act on your/our behalf.

AUTHORISATION: I have read the Data Protection notification and understand and agree to the use of my personal data in accordance with the Data Protection Act, 1998.

Signed..... Date.....

I confirm that the above information is correct and that any false or misleading information will give my employer the right to terminate any employment contract offered.

Signed.....

Call Centre Representative.

Please complete and send back with your application form:

Have you ever had any experience in sales before?

Have you ever worked for a Company that is target driven?

If not how would you feel about working for a Company that is target driven?

Have you ever had to work as a team?

If so what did you contribute to the team?

Can you give me an example of when you have had to use your persuasive skills (Home / Work)?

Is it the daytime or the evening position you were interested in?

What would you do to try and help our customer's decide to buy our products?

What would you do if a customer said that they were not interested?

Equal Opportunities

The policy and practice of Regal Fish Supplies Ltd require that entry into employment with the company and progression within in employment will be determined only by personal merit and the application of criteria, which are related to the duties of each particular post. We strive to be an equal opportunity employer, and our policy on this important subject is contained within our Employee Handbook. Our policy is designed to ensure that none of our employees or prospective employees receives less favourable treatment as a result of sex, disability, age, marital status, colour, race, creed or ethnic origin. Equally we aim to ensure that no such employee is disadvantaged by terms and conditions of employment, which cannot be justified.

Please return the form along with your application (only if you are applying for a post, or have agreed to be considered for a post). Any information given will be used **only** to support the diversity and equal opportunity policy and in accordance with the Data Protection Act 1998. The information given will be kept strictly confidential; it is not part of the selection process and will not be seen by any other member of the selection panel.

Please complete this form if you are applying for a post, or have agreed to be considered for a post. Completion is voluntary. Please answer the questions by ticking the appropriate box.

1. Are you: Female Male
2. Do you have a disability? (If yes, please answer question 3.) Yes No Decline to specify
3. Please tick one or more boxes to describe your disability:
- | | |
|-------------------------------------------------------------------|---------------------------------------------------------------|
| 1: <input type="checkbox"/> Dyslexia/specific learning difficulty | 5: <input type="checkbox"/> Asperger's syndrome |
| 2: <input type="checkbox"/> Blind/visual impairment | 6: <input type="checkbox"/> Mental Health Difficulties |
| 3: <input type="checkbox"/> Deaf/hearing impairment | 7: <input type="checkbox"/> Unseen disability (e.g. diabetes) |
| 4: <input type="checkbox"/> Wheelchair/mobility impairment | 8: <input type="checkbox"/> Other (Please describe)..... |
4. Nationality: 1: UK 2: Other EC 3: Other
Please specify.....
5. How long have you lived in the UK? (Please tick one box only)
- | | |
|---------------------------------------------------------------|-----------------------------------------|
| 1: <input type="checkbox"/> I do not currently live in the UK | 6: <input type="checkbox"/> 11-20 years |
| 2: <input type="checkbox"/> I have always lived in the UK | 7: <input type="checkbox"/> 21+ years |
| 3: <input type="checkbox"/> < 1 year | 4: <input type="checkbox"/> 1-4 years |
| 5: <input type="checkbox"/> 5-10 years | |
6. Age: **In support of adverse impact evaluation, ethnicity, age and gender information will be used for research purposes only. Although you may respond, "prefer not to say," your cooperation is appreciated** (Please tick appropriate box)
- 1: 18-25 2: 26-30 3: 31-35 4: 36-40 5: 41-45 6: 46-50 7: 51-55 8: 56+
7. Please describe your ethnic origin: (please tick one box only)
(Ethnic origin questions are not about nationality, place of birth, or citizenship. They are about the colour and ethnic group. Citizens of any country may belong to any groups indicated.)

- White**
- 101: British
 102: Irish
 103: Any other white background
 Please specify

- Black or Black British**
- 201: Caribbean
 202: African
 203: Any other Black background
 Please specify

- Chinese**
- 401: Chinese

- Mixed**
- 501: White and Black Caribbean
 502: White and Black African
 503: White and Asian
 504: Any other mixed background
 Please specify

- Asian or Asian Black**
- 301: Indian
 302: Pakistani
 303: Bangladeshi
 304: Any other Asian background
 Please specify

- Other ethnic Group**
- 402: Any other
 Please specify.....
 601: Decline to specify

Thank you for completing this form.