

Outbound Sales and Retention Specialist

Date

June 2024

Company



Location

Antrim Technology Park, or Bankmore Business Park Omagh

Contract Permanent - Full Time

Working Hours 37 hours - Monday to Friday - No weekend working!

Salary: Starting salary £23,800 with opportunities to progress, plus an uncapped commission-based bonus with an OTE of £7,000

Hybrid Working 2 days working from the office and 3 days working from home

Energia Group is a leading energy company with substantial businesses in both ROI and NI, dedicated to playing a key role in decarbonising Ireland's energy system.

Operating through three key business units - Renewables, Flexible Generation, and Customer Solutions (Energia in ROI and Power NI in NI) - we provide advanced energy solutions and technologies through our brands, Energia and Power NI.

At Energia Group, we are dedicated to driving Ireland's renewable energy future while supporting local communities through partnerships and initiatives such as employee volunteering programmes and community benefit funds.

Proudly led by experts and home to many future leaders, our talented employees are our most valuable assets. We invest in their development through various Learning and Development Programmes to nurture sustainable careers and support our employees' personal development plans.

With our People Strategy, we prioritise a safe and inclusive work environment, supporting employees at every stage of their careers. We are committed to diversity and inclusion, signatories to the elevate pledge, and hold the Bronze diversity mark.

Power NI, as part of Energia Group, is Northern Ireland's most trusted energy supplier, delivering the products, services and value that families, businesses and communities need today - for a greener, more sustainable tomorrow. We are NI's largest electricity supplier, energising over half a million homes, farms and businesses for over 90 years. We are driving positive change for people living here and for the future of our planet through sustainable, smart, affordable and customer centric products and services.

We are looking for people with positive energy, who want to make an impact in their roles through a meaningful career with us.

About the role

Reporting to the Sales and Retention Team Leader, you will work as part of a team specialising in the retention of customers. For this role we are seeking enthusiastic sales professionals who enjoy working within a target-driven, fast-paced team environment.

The ideal candidate will have the ability to work as part of a hybrid working team and be highly motivated with a focus on providing excellent customer service.

TRUSTWORTHY

DYNAMIC

RESOURCEFUL

COMMUNITY FOCUSED

Responsibilities

Day-to-day, here's what your new role would look like:

- Retaining customers via outbound channel.
- Sales administration and support.
- Up-selling and cross-selling of products and services, including new products available through 'Energy Transition'.
- Develop and maintain positive working relationships both internally and externally.
- Perform all duties in line with company policies, procedures, and relevant industry guidelines.

About you

These are required to be shortlisted for interview:

- Excellent numerical, spoken, and written communication skills with the ability to listen effectively.
- Experience of sales and negotiation with customers in an outbound role.
- Strong IT skills with experience of Microsoft Office.
- A suitable place to work at home and good broadband connection.

These help decide between those who meet all the above criteria:

- Experience of liaising directly with customers to promote the services of the company.
- Experience of using contact centre telephony systems.
- GCSE Education (grade A-C to include Math and English) or equivalent.

If you are enthusiastic about this role but don't meet every single requirement, we still encourage you to apply. Your past experiences might be the perfect match for this or other positions, making you the unique talent we're looking for.

Energised for better

These are the behaviours, skills, and knowledge you need to be successful in our organisation:

Leading Self

Effective Collaboration
Flexibility, Agility
& Resilience
Emotional Intelligence

Achieving Success

Customer & Stakeholder Centric
Critical Thinking & Problem-Solving
Strive For Excellence

What we can offer you

 <h3>Our Rewards</h3>	 <h3>Learning & Development</h3>	 <h3>Social Opportunities</h3>
 <p>23-25 Days Holiday / Year +11 statutory</p>	 <p>Career Development</p>	 <p>2 Volunteer Days / Year</p>
 <p>Opportunity to buy extra holidays</p>	 <p>Mentoring</p>	 <p>Sports Clubs</p>
 <p>Wellbeing Fund</p>	 <p>Award Winning Wellbeing Programme</p>	 <p>Social Clubs</p>
 <p>Health Care</p>	 <p>Award Winning Company</p>	 <p>Employee Connect Groups</p>
 <p>Annual cost of living review</p>	 <p>Full Paternity Pay & Enhanced Maternity (26 weeks full pay)</p>	 <p>Women's Network</p>
 <p>Employee Assistance Programme</p>	 <p>Learning & Development Programmes</p>	 <p>Blues Busters</p>

Awards

- Best Corporate Wellbeing Programme - Customer Experience Award
- Women in STEM - Best Recruitment Campaign
- Special Award for CSR and Charitable Initiatives - UK Utilities and Telecom Awards
- Best Storytelling Award - Spider Awards
- Silver in Social Sustainability, Diversity and Inclusion initiative of the Year - Greener Possibilities

