



## **Call Centre Sales Coach**

### **Responsibilities**

To improve the call centres overall Conversion rate thru effective monitoring of staff and setting of both individual and team KPIs

### **Hours of work**

40 hours per week (annualised shift system)  
Monday – Saturday 0900-1730

### **Experience required**

A proven track record in People management & staff development  
Ability to deliver effective training sessions and evaluate results  
Minimum 2 years experience in a similar role  
Knowledge of setting SMART Objectives  
Ability to compose SOFT reports  
Previous Setting of KPIs  
Galileo GDS experience  
Excellent product knowledge of the United States

### **Personal attributes**

Excellent organisational skills  
Ability to communicate both negative and positive feedback at all levels  
Ability to overcome objections  
A natural motivator of staff  
Ability to work under pressure

### **Other**

Candidate to live within 1 hour commuting distance to the Call Centre

### **Remuneration**

Salary circa £25,000  
On completion of probation, private medical Cover and Travel concessions will be available