



Spark Business Hubs offer comprehensive cutting-edge telecommunication solutions to help businesses to thrive in our community. We provide internet, data, voice, mobile, and fixed line services that meet the needs and expectations of our local business customers.

At all levels our team strive to build and maintain strong relationships with the local business community. These relationships are built on trust that our brand, products and services will anticipate and deliver what business' needs to prosper.

We understand how business works and what it takes to succeed. Typically our customers are like-minded, small to medium sized businesses who we are able to visit on premise and offer solutions via face to face account management. This way they can focus on running their own business.

We are an equal opportunity employer that recognises and rewards outstanding performance. We are also a team that enjoys what we do! Our workplace is fun to work in, high achieving, supportive and vibrant. We are proud of our dynamic industry, our Spark partner and our local story.

WHO YOU REPORT TO AND WHO REPORTS TO YOU

- You report to the **Spark Business Manager** for **Spark Business Tasman**.

WHAT YOU'RE RESPONSIBLE FOR

The Telesales position is an important role in the Spark Business Hub. Through utilising well developed organisational skills, obtaining sales information, and developing and maintaining relationships with the Business Hub's customers, the role will be primarily focused on supporting the Sales Representatives by proactively contacting the Business Hubs database on a regular and ongoing basis to offering a suitable solutions for the customers' businesses – making sales and delivering high quality customer service. The position will also involve provisioning and invoicing connections, and ensuring all correct signed paperwork is held for those connections. Ongoing support of the customer with assistance in areas such as billing and repairs will be required, as well as collaborating with the Sales Support team when required to ensure the Business Hub functions as a well oiled machine.

Specifically, (and not limited to) the role is responsible for the following:

CUSTOMER SERVICE AND SALES

- Acknowledge all customers in a timely and friendly manner
- Develop and maintain positive relationships with customers who phone and/or visit the Business Hub

POSITION DESCRIPTION

- Implement strategies to acquire new customers and generate & convert leads to sales from within the Tasman Business Hub region. For example: conduct database searches; direct approaches; maximise opportunities for retail sales (e.g., accessory sales); referral of leads to Sales Representatives and informal networking
- Maintain existing customer satisfaction through regular customer call plans, campaigns and follow-up calls
- Assist with operating the regular customer call plan/campaign (from supplied lists) to proactively sell our products and services. A minimum number of calls per day will be required as set out and altered from time to time in the Business Hub KPIs
- Follow sales procedure checklist (refer standards sales procedure manual) as a best practice guide
- Complete all customer contracts and required paperwork in a tidy, timely and professional manner
- Opportunities to upsell, cross sell and on sell products and/or services, including referrals to Sales Representatives or external sales partners are identified and actioned with every customer contact
- Manage billing and repairs service administration
- Maximise role and team effectiveness by ensuring Sales Representatives are treated as key internal customers
- Support Sales Representatives by proactively contacting the Business Hub database by telephone on a regular and ongoing basis
- Provide up to date customer information to Sales Representatives on contacts and sales made in the Sales Representatives' areas
- Utilise CRM system as primary tool to research, track, record and optimise product and service offering and customer satisfaction. Action or refer as appropriate
- Strive to deliver a high level of service that meets agreed targets and performance indicators
- Effectively handle any customer complaints to ensure customer satisfaction, involving the Sales Representative or Business Hub Sales Manager if necessary
- Work with the entire sales team as a whole to assist the Sales Manager in achieving Hub targets

ADMINISTRATION

- Prepare high quality, accurate and timely invoices; reports; letters and correspondence; including special deal documents and customer contracts; using appropriate word processing, spreadsheet, database, or presentation software
- Provisioning and invoicing of Spark access lines, broadband, and mobile on ICMS and SparkCRM in an accurate and efficient manner
- Look after a portfolio of clients; their additions, moves and changes for customer lines. Update records accordingly
- Answer phone calls, take messages and direct calls to appropriate staff members
- Conduct research; process hub inventory and associated administration; compile data and prepare quotes for consideration and use by Sales and Phone System Representatives
- File and retrieve documents, records, and reports
- Make diary arrangements for Sales Representatives
- Process contracts; organise delivery and installation of products and equipment
- Record customer interactions and updates in a timely manner in the Client Relationship Management (CRM) system
- Conduct ongoing review and maintenance of CRM to ensure records are accurate and up-to-date

COMMUNICATION

- Prepare accurate and timely Weekly Sales Reports
- Prepare and participate constructively in one-on-one daily meetings with Manager and Weekly Sales Meetings
- Ensure delivery of friendly, positive, professional, and timely verbal communication and written correspondence to both internal and external customers

HUB PRACTICES & STOCK PRESENTATION

POSITION DESCRIPTION

- Maintain business hub (including demonstration, meeting room and retail facilities) in a clean, organised and presentable manner; attend to general workplace housekeeping as required (e.g., vacuuming, cleaning and tidying)
- Ensure business Hub inventory levels and point of sale material is maintained at agreed levels and optimally presented
- Follow policies and procedures as instructed by Upper South Limited and Spark

PROFESSIONAL DEVELOPMENT

- Complete and maintain Spark Accreditation Training
- Utilise on-line industry training tool 'Excelerate'
- Maintain and seek out opportunities for development of industry and product knowledge (e.g., attend meetings, product demonstrations and seminars)
- Work with Manager to identify areas for professional development and up-skilling in relation to role
- Show professionalism and a high standard of product knowledge during all sales procedures

GENERAL RESPONSIBILITIES

- Help to positively shape the culture of team by influencing and modelling behaviour, actions and communication that is consistent with our company vision and values
- Be proud of the Upper South Limited/Spark story
- Fulfil other reasonable duties as may be required from time to time to meet the goals of the position and wider team
- Adopt healthy and safe work practices. Strive to act and promote behaviour that is consistent with our Health and Safety policy, principles and practices
- Undertake all work in a safe manner and follow all company and workplace health & safety procedures
- Identify new hazards and advise the Spark Business Manager or workplace health & safety representative within 24 hours of identification
- Accurately report incidents and accidents to the Spark Business Manager or workplace health & safety representative as soon as possible

WHO YOU WILL GET ON WITH

- Sales Support team and Customer Service staff
- Sales Representatives
- Hub Sales and/or Branch Manager
- Senior Management (including Directors)
- P & L team
- Spark Business Hub and Retail customers
- Spark Support Partners (technicians, service providers and product representatives)

WHAT SKILLS, ATTRIBUTES & EXPERIENCE YOU NEED

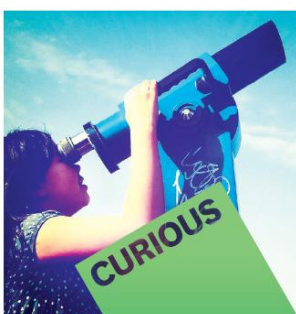
- Advanced level of competence in clerical and office administration systems and procedures such as word processing, office procedures, file management, records and database management. Professional presentation of information using Microsoft software
- Demonstrates strong customer service orientation. Successful track record in building and maintaining positive customer networks. Experience in customer needs assessment, meeting quality standards for service, and actively looking for ways to help people. Researches and evaluates levels of customer satisfaction and identifies areas for potential improvement
- Trained and/or knowledgeable in the techniques associated with active listening

POSITION DESCRIPTION

- High level of technological / computer literacy – demonstrates training, experience and/or knowledge to adapt to various databases including Excel and Spark systems such as ICMS, SparkCRM, Mnet, Microsoft Dynamics CRM and Infinity POS
- Technologically savvy – genuine interest and affinity with the technology and telecommunications field
- Verbal communication – able to present information in a clear and effective manner over the phone and face-to-face; demonstrate active listening techniques and adapt style to meet needs of differing audiences
- Sound written and verbal comprehension ability – understand, convey and communicate written information effectively
- Use appropriate levels of persuasion to promote Spark products and services
- Time Management – effective in organising and prioritising own tasks and workload
- Efficient and considerate when making diary appointments and allocating time
- Attention to detail. Notices and corrects work for errors, omissions and inconsistencies, and works hard to ensure sales administration is accurate and complete
- High levels of tenacity and work motivation. Works well in a fast paced and dynamic work environment. Takes ownership and personal responsibility for mistakes or omissions. Does what it takes to see work through to successful completion
- Optimistic and Creative. Ability to apply positive and creative solutions to solving problems and overcoming obstacles
- Flexible and adaptable to meet needs of a dynamic and changing work priorities
- Action orientation. Shows initiative and is a self starter
- Team player. Support others in the workplace, show kindness and consideration
- Hold a full, current and clean New Zealand Drivers License and be prepared to drive vehicles where required as part of role
- Ability to travel to fulfil job requirements
- Welcomes and values diversity and contributes to a work team that acknowledges, respects and accommodates differences
- Recognises and respects the needs of our customers and the importance of these relationships to our business
- Supports and advocates for the industry and our key partners (e.g., Spark, Spark Digital)

OUR VALUES

Our values define how we act every day and help empower us to challenge traditional decision-making structures, own tough choices, and make the right decisions faster.



We're nothing without our customers, so first think about what they need. Listen when they speak. Put yourself in their shoes. Ask questions to check you understand. Take every opportunity to improve their



There are no bad ideas, so keep your mind open, look at things from as many different angles as possible. Remember diversity breeds creativity. Work as a team, pull together, include others and get amongst it. Invest in new



Remember that you're in this because you have something to offer. Seize opportunities and be confident. Take charge, see things through. Inspire others. Challenge constructively. Do your bit, and bring your ideas to the table.

POSITION DESCRIPTION

experience. Can we do this better?

ideas and ask questions. Never stop learning.