



PERSON SPECIFICATION

Job Title: Telesales representative

Location: Tustin Court, Preston

Job Ref. Number:

SECTION	ESSENTIAL CRITERIA In order of priority	METHOD OF ASSESSMENT Must be identified by each criteria
Education / qualifications Training	Able to demonstrate competence in written English, spelling, presentation of written work, maths and keyboard skills; understanding of Word and Excel.	At application stage and interview
Experience	Experience of selling to commercial customers on the phone.	At application (by phone) and interview
Knowledge / skills	<ul style="list-style-type: none"> ○ Must demonstrate telephone communication skills ○ Understanding of the importance of internal and external customer care ○ Must demonstrate an understanding of the importance of advertising to a business ○ Ability to demonstrate an understanding of the importance of team working ○ Must demonstrate an understanding of the importance of self-motivation and initiative ○ Must be able to make appropriate decisions and prioritise under pressure 	Application At interview
Work related attributes, qualities, competencies	<p>The main competences required are:-</p> <ul style="list-style-type: none"> ○ Communication and negotiating/influencing ○ Drive and energy ○ Solving problems and judgement ○ Decisiveness ○ Approach to change ○ Planning and organising ○ Team working ○ Customer focussed thinking ○ Being entrepreneurial and developing the business ○ Integrity 	At interview

Minimum Shortlist Score required ()

If more than six applicants meet the minimum shortlist score of ()

only the top six score will be interviewed. Date score entered: .../.../...

Prepared by :

Date prepared:../../...

Reference No: