

Customer Service & New Business **Apprentice**

The Oracle (NW) Ltd

Summary:

Qualification:

Level 2 Diploma Customer Service

Job Type:

Apprenticeship

Starting Salary:

£115.50 - £234.50 per week

Working Week:

35 hours, 9am-5pm Mon-Fri

Apprenticeship Duration:

12 - 18 months

Location:

5 Chapel Road

Penketh

Warrington WA5 2NA

Looking for a long-term, rewarding career?

The Oracle (NW) Ltd, a family-owned independent telecoms consultancy based in Penketh, Warrington, are looking for an outstanding and ambitious person to join them in a newly created Business Development post. We are looking for a driven individual who is looking to work their way up as an apprentice and develop into a Field Sales Account Management position with your own portfolio of customers.

For the right candidate, this role provides an opportunity for future growth and development with fantastic career prospects.

The role will be made permanent upon completion of the apprenticeship.



**Warrington
& Co.**

The partnership for driving growth



Duties & Responsibilities

- Answering telephone enquiries
- Logging information using in-house database
- Assist the 2 Directors with their day-to-day duties
- Making outbound calls to identify new business opportunities
- Collate customer information and identifying customer needs
- Pro-active contact with existing customers to maintain retention rates
- Maintain product knowledge
- In time, booking appointments for the Sales Director
- Other ad-hoc duties as required, working across all areas of the business

What we are looking for

Desired Skills

- Previous customer service and / or sales experience
- IT literate - good knowledge of Microsoft Office suite i.e. Word, Excel, PowerPoint

Personal Qualities

- Excellent communication and team working skills
- Ability to learn and develop
- Self-confident and a self-starter
- Able to analyse information with strong attention to detail
- Excellent telephone manner with strong listening skills
- Able to prioritise and work to deadlines
- Driven and ambitious

Qualifications Required

- GCSE in Maths & English at grades A-C, or equivalent qualifications

Things to consider

- Hours of work are 9am - 5pm Monday to Friday
- Initial contract period is 12 months - will be made permanent upon completion of the apprenticeship
- You will undertake a Level 2 Customer Service Apprenticeship with Warrington Collegiate
- Starting salary is £3.30 - £6.70 per hour, dependent on age
- Performance-based commission incentives also available

How to Apply

All applications to be made via applications@warringtonandco.com - please submit an up-to-date CV and a Supporting Statement as to why you feel you are suitable for this role.

Shortlisting will take place during September 2016 and suitable candidates will be required to undergo an initial telephone interview. Please note, the vacancy will close once sufficient numbers of candidates have been received.

Questions?

Please direct any queries in the first instance to:

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