

## **Outbound Appointment Setter**

**Office based, Gateshead**

**Permanent Position** (Mon-Fri, 8:30am-4:30pm)

Basic p.a. £20,000 (OTE £23K)

LexiaUK is a leading educational software supplier who has been based in the North East of England for over fifteen years. As part of our expansion plans and commitment to high quality aftersales service, we require a committed team member to make outbound calls to schedule appointments for our training and support team. This is not your typical high-volume call centre role as you will be contacting customers with a service agreement. The successful candidate will be focused on quality over quantity of calls to achieve targets. There will be an emphasis on customer relationship building to ensure appointments are correctly set.

We anticipate this brand new role will become key and the successful candidate will have the opportunity to contribute to its development.

Benefits include, performance related bonus and a holiday package of up to 29 days (exc. Bank holidays). Additional benefits include: Company Pension, PerkBox and Health Shield.

Our office is situated near excellent public transport links and amenities.

### **Duties include:**

- Scheduling customer training appointments for our training and support team
- Occasionally, following up on marketing campaigns with calls and emails
- Organising / data cleansing contact lists
- Accurate use of CRM

### **Essential skills:**

- Excellent, assertive telephone manner
- Strong communication skills (verbal and written)
- Team player (working closely with numerous teams in a friendly office environment)
- Ability to build customer relationships
- Strong IT/administration skills and excellent attention to detail
- You enjoy working in a target-driven environment
- Good ICT skills including excel and word.
- GCSE C Grade/equivalent or higher in Maths and English.
- Required to take holidays out of school term time.
- Working with schools, you will be required to pass a DBS check.

### **Experience:**

- The successful candidate will have at least 2 years' experience in a telemarketing or telesales role or similar
- Full training will be provided