

Customer Service / Sales Representative

Job brief

99 Digital has experienced rapid growth in the past 6 months and we now have an immediate opening for a Customer Service / Sales Representative.

We are looking for an experienced Customer Service / Sales Representative to join our team and provide excellent customer service and generate sales through cold calling and other means. The goal is to acquire new clients and keep them informed and up to date on their campaigns, to increase customer satisfaction, loyalty and retention and to manage and meet their expectations.

Responsibilities

Improve customer service experience, create engaged customers and facilitate organic growth

Weekly / Monthly Client Zoom meetings to go over Analytics, Campaigns and Strategies

Ability to upsell products & services.

Take ownership of customers issues and follow problems through to resolution

Set a clear mission and deploy strategies focused towards that mission

Develop and help set service procedures, policies and standards

Keep accurate records and document customer service actions and discussions

Analyse statistics and compile accurate reports to present to clients

Maintain an orderly workflow according to priorities

Schedule sales route and complete sales visits and cold calls on daily basis.

Identify and acquire new customers in your territory via cold calling, prospecting, and developing new business, while meeting and exceeding monthly, quarterly, and annual sales quotas.

Meet performance targets for sales and quality

Expectations to meeting monthly minimum sales quotas and CRM funnel size.

Requirements

Proven working experience as a Customer Service/Sales Representative

Experience in providing customer service support

5+ years of customer service / sales experience.

A never-ending desire to put the customer first.

Ideal location of candidate in Greater Vancouver Area - must have ability to work remote from home office.

Confident with cold calling and new customer development.

Relevant PC and Microsoft Office skills.

Able to build and maintain lasting relationships with customers.

An excellent communicator and listener with the skills to understand our customer's needs.

Efficient time-management skills.

The ability to work productively and remain accountable while operating in a remote-working environment.

Experience with customer support applications and systems, preference applications, Flock and Go High Level.

Customer Focus: demonstrates a desire to proactively help and serve customers and meet their needs

Proficiency in English (spoken and written)

Strong client-facing and communication skills

Advanced troubleshooting and multi-tasking skills

Other duties as assigned by supervisor.

Contract Position: Currently 30 hours per week @ \$20.00 per hour