



Job Title: Sales and Support

Team: Guest Experience

Responsible to: Guest Experience Manager

Why we're here: At Chill Factor^e, our mission is to be the number 1 visitor attraction in the North and we will do this by consistently amazing, educating and inspiring our guests. We continuously invest in both our unique environment and our team; who passionately deliver memorable, fun and safe activities, along with outstanding guest service.

We will only achieve our mission by employing individuals whose personal values are aligned with our team values. We are looking for **passionate** people, who can **live the spirit of challenge**, **seek to amaze** in how and what they deliver, can **do the right thing** and be **professional**.

Welcome to Chill Factor^e!

Why you're here: Your primary focus will be working as part of the Call Centre team, the Sales and Support role will be responsible for making outbound telesales calls to Schools, Higher Education establishments, Youth Groups and International Language groups. You will also develop relationships with local and national Scouts, Guides and Cadets groups.

You will take ownership of generating new leads and enquiries for the business by delivering a high volume of out-bound calls with the aim to maximise potential leads from each.

It is therefore essential that the Sales and Support person has excellent rapport building skills within this sector. They will be responsible for building relationships with repeat bookers by keeping them informed of company developments. The role also requires you to proactively call groups who are new to Chill Factor^e as per the Schools Sales and Marketing plan. This will be actioned by making 100 proactive calls per day and developing relationships with teachers and group leaders.

The Sales and Support person will convert outbound dialling leads into qualified enquiries for the sales team to follow up, along with inviting prospect accounts to monthly Familiarisation events. Part of the role will be to research potential leads and update our records accordingly, ensuring that we have correct contact details on the CRM system

Your secondary focus will assist the guest experience team to provide an amazing booking experience to all guests across the entire booking and check-in process, maximising sales and profitability. This will incorporate working in the Call Centre, Guest Reception and Clothing.

To be successful you will need to have the following skills, knowledge and experience:-

- Previous experience with-in Customer Service/Call Centre/B2B or B2C sales experience
- Desirable; Knowledge or sales experience in the Education sector
- An interest in the Snowsports and the Leisure industry, and a genuine passion for our products will be invaluable.
- Excellent communication skills and an excellent telephone manner
- Ability to work independently and under pressure
- Excellent Good verbal and written skills
- A positive approach to objection handling is essential
- Good organisational skills and attention to detail
- You must be financially motivated, energetic and reliable with a hunger to succeed.
- We are looking for someone upbeat and organised
- An interest in the Snow sports and the Leisure industry, and a genuine passion for our products will be invaluable.
- Tenacity for high standard of guest service – wanting to meet and serve guests – a complete understanding of guests needs in line with the brand offering and product delivery.
- A good knowledge and understanding of the technical aspects of the following: -
 1. Microsoft Office and associated systems, including CRM
 2. Social Networking (LinkedIn)
- Demonstration of the energy, ability and commitment demanded by this role.

This is a unique opportunity to further your career with a growing business and in addition to this we offer the following benefits:

- A unique working environment
- Company recognition and incentive schemes
- Team Member of the month award
- Team social events – including Christmas and Summer parties
- Department and cross department training
- Employee Assistance Programme
- Enhanced Company Sick Pay scheme
- Trafford City 'Tribe' Membership – for local discounts
- In Store Partner Discounts
- Weekly Staff 'Shred' – Employee only slope time
- Unlimited use of the main slope
- Unlimited snowsports lessons
- 30% friends and family discount

Find out more about our benefits here <http://www.chillfactor.com/jobs/our-benefits/>

Please note: Chill Factor^e is a popular leisure destination and operates 364 days a year. The role is full time, working on a shift basis Monday to Sunday.

To apply, please send your CV and a covering letter to hrcfe@chillfactor.com by 20th February 2019 at 5pm. Applications submitted after this deadline may not be considered.

Interviews will take place week commencing 25th February 2019.