Job Information Sheet

Angel Fulfilment is a young organically grown company that works in a dynamic and vibrant atmosphere; we are looking for new telephone sales agents to work with various clients from some of the largest UK charities to some of the best TV and mail order advertisers. Angel is growing quickly and is looking for exciting new people. You will be practiced using a computer, either on Facebook or Internet shopping, have good sales patter or a confident and outgoing personality, have a desire to work hard and handle a variety of inbound or outbound calls in a flexible and fast moving office. If you think you fit this bill then we are waiting to hear from you.

For both our job roles, full training is given along with competitive pay rates and for some clients excellent bonuses.

Inbound Call Agent

We are looking for a number of inbound agents to work a variety of shifts including:

- 10am – 7pm
- 11am – 8pm
- 5pm – 10pm

Angel is open 7 days a week, 8am – 1am so there are plenty of hours and shifts available.

The ideal candidate needs to have the ability to:

- **Answer inbound calls as well as assist customers who have specific enquiries**
- **Build customer's interest in the services and products offered by the company**
- **Provide personalised customer service of the highest level**
- **Comprehend, capture as well as interpret basic customer information**
- **Remain pleasant & friendly**
- **Adapt to change, meet the changing demands of the work environment, any delays or other unexpected demands**
- **Answer calls professionally**
- **Process orders, forms and applications**
- **Upsell and cross sell**

Outbound Call Agent

We are looking for a number of inbound agents to work a variety of shifts including:

- 10am – 7pm
- 11am – 8pm

Angel outbound dials for a variety of different clients and dial between the hours of 9am – 9pm Monday to Saturday.

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Main Job Tasks and Responsibilities

- **Contact businesses or private individuals by phone**
- **Deliver prepared sales scripts to persuade potential customers to purchase a product or service or make a donation**
- **Describe products and services**
- **Respond to questions**
- **Obtain customer information**
- **Obtain possible customer leads**
- **Data entry and maintenance of customer/potential customer data bases**
- **Follow up on initial contacts**