

# Job Title: Renewals Sales Agent

First Payment Merchant Services LTD is one of the UK largest and fastest growing ISO in the Merchant Services arena. Due to expansion we urgently need sales focused individuals to join our Retentions / Renewal Team to renew our existing Customer agreements.

Reporting to our Head of Renewals this role will be salaried with a competitive bonus scheme to reward good performance. This is a targeted Sales role and will suit an individual who is focused on delivering against targets. Full training will be provided.

The package includes a competitive salary + Bonus Scheme, 20 days Holidays per annum plus UK Bank Holidays, Pension Scheme and Death in Service assurance.

## **Job Type: Full Time**

**Salary: Competitive    OTE £40 K**

Work Hours: 9.00 to 17.30 Mon – Fri

## **Job Purpose**

The Renewals Sales Agent will actively work on the existing Client base to renew existing agreements and up sell additional services and products.

**Location:** Office based role in the Head Office, Camberley, Surrey

## **Key Measurable & Tasks**

- Renewals Achieved against target
- Commercial quality of renewal
- Full documentation completed to specification
- Up selling of additional products and services

## **Main Duties:**

- Action renewals as allocated by Department Head with boundaries supplied with a focus on profitability
- Complete all associated documentation on all systems to ensure a successful renewal
- Monitor and reply to all customer communication via telephone and Email to ensure Sales are closed in a timely fashion
- Up sell additional products and services to improve account profitability.
- Customer Service & Sales skills – liaising/follow up email / phone calls with clients

## **Skills/Knowledge Required**

- Demonstratable successful sales experience is essential. Contract / renewals selling is an advantage
- Beginner to intermediate capability with MS Office products including Excel
- Good written and verbal communications skills
- Ability to understand business requirements, evaluate and set priorities
- Ability to work in a busy office based Sales Team
- Confident and punctual
- Provide great Customer Service on a consistent basis
- Attention to detail is key