



Role Title: Appointment Setter

KEY DUTIES AND RESPONSIBILITIES

- To arrange appointments from a cold call, for the Assessment Consultants to convert into a claim.
- To ensure that daily targets are achieved and exceeded and to constantly strive to improve on service and goals.
- To monitor own performance against target implementing remedial action as required.
- To review methods of sale, devise and implement strategies to maximize profit potential.
- To provide support to colleagues and all Leadx partners as and when required.

SKILLS REQUIRED

- Detailed knowledge of The Claims Guys processes (Training provided)
- 6 months plus outbound cold calling or sales experience
- Must have experience gathered in:-
 - o Claims Industry
 - o Direct Marketing
 - o Lead Generation
 - o Outbound to Existing clients (B2C)
 - o B2B Sales (Any)
 - o Financial Industry (Debt Management)
 - o Field Sales
- Target Driven
- Strong communication skills with excellent telephone manner
- Proven record of success within sales
- Positive approach to all areas of work
- Basic IT understanding

DAY TO DAY ROLE EXPECTATIONS (STATS)

Average Call Per Day	300
Average Appointments Per Day	30
Rejection Percentage	90%
Average Length of Successful Call	3 Minutes