

Role: Sales Consultant
Location: Birmingham

Hours: 40 hours between 9:00am – 18:00pm Monday to Friday

Reporting to: Reservations Manager

Who are we?

Citibase operates a rapidly expanding and diverse nationwide network of business centres offering flexible workspaces to entrepreneurs and businesses. We give our Customers the flexibility, independence, 'Freedom at Work', and support to create, grow and enjoy running their businesses in our centres.

We've been going from strength to strength for 25 years to cement our position as 'The Property Manager for the New Economy'. We're currently experiencing a sensational period of growth as the flexible officing revolution continues to disrupt the traditional office market. Our unique Client management model connects building owners (Clients) with occupiers (Customers) to generate cash from underutilised office space in all types of buildings from Aberdeen to Brighton. Citibase is creating a positive alternative in the business centre market.

What are our values?

Our people come from all sorts of backgrounds, however we all share the same values and characteristics. We're positive, team players, good organisers and great at communicating. After all, we are the living, breathing and smiling proof that 'Freedom' at Work' is not just for our Clients and Customers – it's for the people who work hard to make it all happen.

What will you do?

Citibase has an opportunity for an exceptional individual to take on the challenging role of Sales Consultant. To succeed in this fantastic role, you must be driven, self-motivated, passionate about delivering results and be able to influence key stakeholders.

A Sales Consultant will be responsible for driving new business through arranging client tours, processing new leads, and diarising call-backs.

The Sales Consultant will need to manage their own tasks and work effectively. The successful individual will need to have strong planning and organising skills to prioritise and build rapport with a wide-ranging number of individuals, from customers and brokers to colleagues.

We want someone exceptional who is sales driven and an effective communicator...

Working closely with all Reservations Team Members and reporting into the Reservations Manager

- Managing the Reservations end to end process which can include;
- Processing new leads correctly and efficiently
- Correctly updating the CRM system and following team processes
- Arranging client tours of all Citibase Centres
- Prioritising daily tasks

- Deal with a high volume of inbound and outbound calls
- Effective professional communication with all key stakeholders (centre colleagues, brokers and clients)
- Ability to work both individually and as part of a team
- Working to individual and team targets
- Ability to remain focused in a demanding and fast paced working environment
- Have a pro-active approach in learning processes and knowledge of all our centre

Knowledge/Experience

- Ideally have 1 years' experience in a sales or call centre environment
- Minimum Grade C in English and Maths (or equivalent)
- Strong communication skills
- Excellent telephone manner
- Time management and organisation skills
- Results driven with a positive attitude
- Customer focussed
- Excellent interpersonal skills
- Confident user of Microsoft office 365 (Word, Excel and Outlook)
- Previous experience working within the sector (Desirable)

Key skills/behaviours required for this role

- Building customer relationships
- Excellent communicator
- Consulting and collaborating
- Decision making
- Working effectively
- Adapting and resilience