

# CCS Media Recruitment: Telesales Account Manager

**Bradford Office/Hybrid**

## Overview

We are looking for a highly motivated and results-driven Telesales Account Manager to join our dynamic sales team. The successful candidate will be responsible for managing and growing a portfolio of clients through proactive telesales activities. This role involves both maintaining existing relationships and developing new business opportunities to achieve sales targets and contribute to the company's growth.

**Salary** - Competitive Base Salary + Attractive Comms Structure + Career Development

**Contract Type** - Permanent

## Key Responsibilities:

### Account Management

- Develop and maintain strong relationships with existing clients.
- Identify client needs and provide appropriate IT solutions and services.
- Regularly review client accounts to ensure high levels of customer satisfaction and retention.

### Sales Activities

- Proactively contact potential and existing clients via phone, email, and other communication channels.
- Conduct thorough research to identify new business opportunities.
- Present and demonstrate CCS Media's product and service offerings to clients.
- Negotiate contracts and close sales to achieve individual and team targets.

### Customer Service

- Provide exceptional customer service and support to clients.
- Handle client inquiries, issues, and complaints in a

timely and professional manner.

### Reporting and Analysis

- Maintain accurate and up-to-date records of all sales activities and client interactions in the CRM system.
- Prepare regular sales reports and forecasts for management.
- Analyse sales data to identify trends and opportunities for improvement.

### Collaboration

- Work closely with other departments, including marketing, customer service, and technical support, to ensure a seamless client experience.
- Participate in team meetings, training sessions, and sales events as required.

# CCS Media

ccsmedia.com  
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## Key Skills & Experience:

- Experience in a telesales or sales role (any sector / industry)
- Excellent communication and interpersonal skills
- Ability to build and maintain long-term relationships with clients
- Good organisational and time management skills
- Proficiency in using CRM software and Microsoft Office Suite
- Self-motivated, proactive, and results-oriented
- Ability to work independently and as part of a team
- Resilience and ability to handle rejection and overcome obstacles

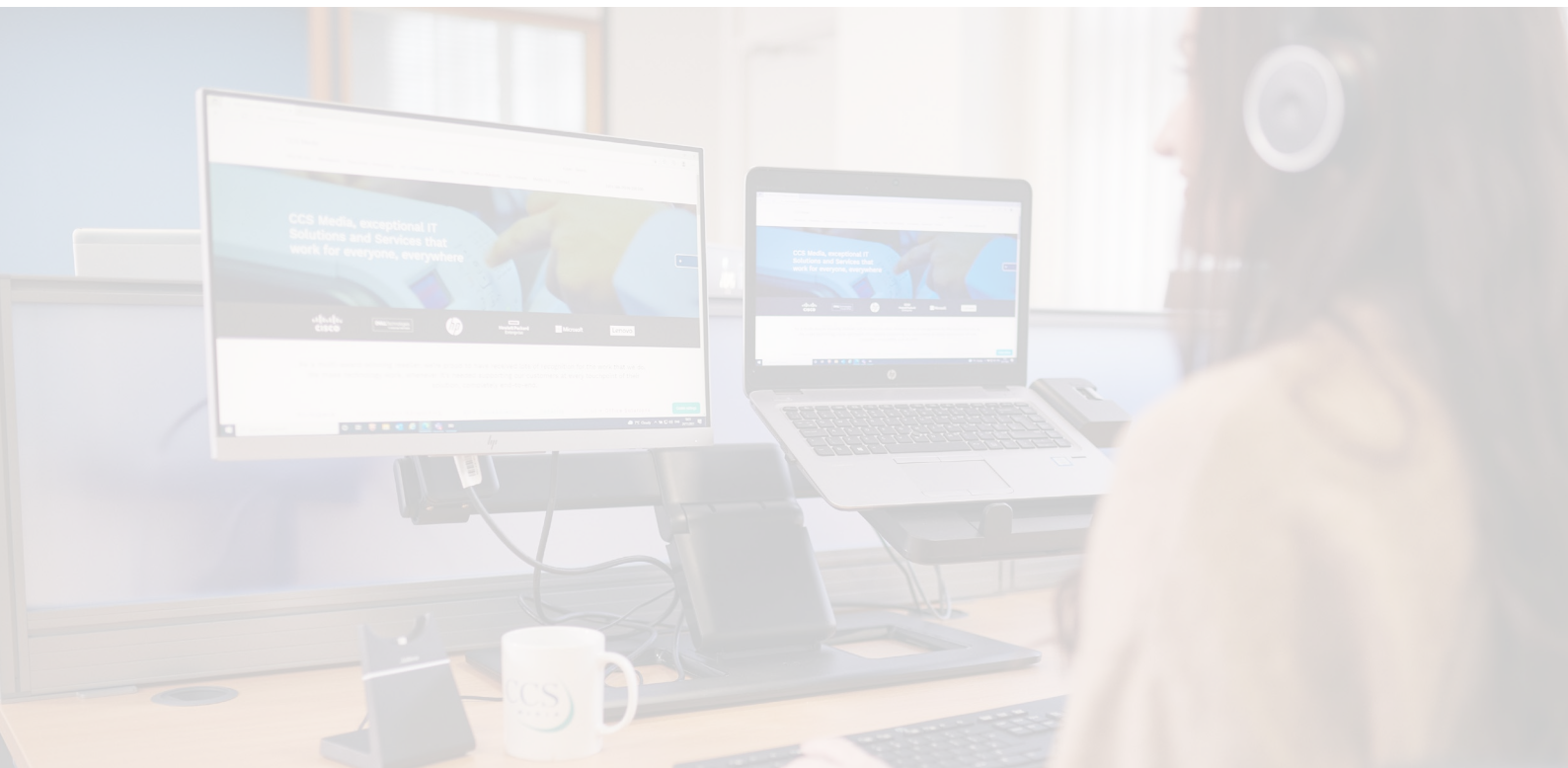
## Benefits:

- Pension scheme
- Life insurance
- Access to private GP consultations for you and your family.
- An extra day's holiday on top of your usual entitlement on your birthday.

**Please email Claire Walker ([claire.walker@ccsmedia.com](mailto:claire.walker@ccsmedia.com)) or Greg Cork ([greg.cork@ccsmedia.com](mailto:greg.cork@ccsmedia.com)) if you are interested in the position or have any questions about the role.**

## About CCS Media

CCS Media is a leading provider of IT solutions and services, dedicated to helping organisations achieve their business objectives through innovative technology solutions. With a strong commitment to customer satisfaction, CCS Media has established itself as a trusted partner for businesses seeking to optimise their IT infrastructure and drive digital transformation.



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**Let's Talk** Call: 01246 200 200 or Email: [letstalk@ccsmedia.com](mailto:letstalk@ccsmedia.com)