



Voicentric Ltd:

-Suite 2, 4 Saddler Street, DH1 3NP, Durham

Salary: £11.75/hour

International Communications Representative

JOB SPECIFICATION

Your role:

As an International Communications Representative, you will be responsible for conducting professional calls, on behalf of our clients, in order to communicate complex information about new technologies, raise product awareness and assess the requirements of prospective customers.

- Conduct calls in order to generate high quality leads
- Acquire, with training, good knowledge of product features and applications and be able to utilise this information efficiently within your communication
- Understand the needs of the prospective customer and react accordingly
- Maintain organised and detailed records of customer interactions
- Research contacts and consider their requirements prior to communication
- Support your colleagues and work as a team
- Deliver a very high standard of quality and professionalism at all times

About you:

Essential Skills:

- Exceptional communication skills; both written and spoken
- Positive attitude and result driven
- Good team and interpersonal skills
- Confidence to direct the course of a conversation and handle objections
- Well-organised and conscientious, with excellent attention to detail
- Ability to quickly learn new processes

Desirable Skills:

- Fluency in an additional language (ex: German, French, Spanish, Italian, Portuguese, Mandarin, Korean...)
- Educated to degree level or equivalent professional experience
- Scientific background – particularly Chemistry or Biology (educational or vocational)
- Experience with CRM

- Experience in a call centre or any target-driven environment (lead generation, telesales, B2B, customer service, etc)

The benefits we offer:

- Excellent career progression opportunities with the possibility to progress to senior roles – including senior advisor and project coordinator roles.
- Ongoing training and coaching and progression opportunities
- Option of a flexible contract or a permanent contract
- Part time hours (minimum 20 hours) or full time hours
- Variety of shifts available between 6am and 9pm, a regular weekly shift pattern agreed from day 1, and no weekend work
- Hybrid working model - Remote and office work (desktop computer, screens, keyboard, webcam will be provided)
- Eligible employees can earn a share of the profits from the company as Voicentric became an EOT (Employee-Owned Trust) in 2019.
- Employee of the quarter awards (prizes have included trips for two, brand new laptop or tv, yearly gym membership, etc)
- Regular parties and events
- EAP (Employment Assistance program) via Perkbox – a fantastic tool offering benefits to your physical and emotional wellbeing as well as hundreds of discounts and freebies.
- Pension scheme
- Free eye test
- Free flu vaccination
- Informal dress code

Life at Voicentric:

Voicentric is an international and multi-lingual team. As well as being a professional and hard-working place, Voicentric strongly promotes a friendly and welcoming culture.

We celebrate our successes together with our annual winter and summer socials. We also organise regular office-based events and also support two charities annually through our 'VC in the Community' initiative.

We recognise outstanding performance through our Employee of the Quarter awards and many staff become eligible for an annual profit payout.

About Voicentric:

Voicentric is a scientific marketing agency specialising in Life and Material science. We promote scientific products to scientists, researchers, and academics all over the world by telephone, in order to generate interest and make them aware of new technologies that can potentially improve their daily work. Voicentric seeks to engage and qualify potential customers on behalf of our clients.