

“Sales development representative” job description

(multilingual call centre appointments Europe education startup “Erasmus+ first contact”)

Job title: Sales development representative (“Erasmus+ first contact”)

Location: Via Martiri della Libertà 9, Padova

Contract type: 30 hours/week. Monday to Friday - working hours: **Mon-Fri 30h 10-13 14-17**. Fixed-term (9 months) with the view to become permanent. Possibility of one full-time (38h) and one part-time (18h or 24h) depending on the number of languages.

Number of open positions: 2 (two)

Start date: 5th September 2022

Job overview: Are you fluent in English and other languages such as German, French, Spanish, Polish, Romanian, Turkish, Czech, Slovak, Bulgarian, Greek, Hungarian, Dutch or Portuguese? We enable schools and organisations to have access to Erasmus+ funding: you will join our start-up team and play a critical role in helping our rapidly growing educational start-up to establish one of Europe’s leading Erasmus+ organisations! The Sales development representative is responsible to make phone calls to school leaders and teachers from all over Europe. The role entails following up individual teachers who expressed an interest and cold calling schools and organisations to qualify and to warm up the decision-maker: the goal is to identify approved projects or motivated applicants and schedule appointments with our experts. The ideal candidate enjoys the responsibility of being the first touchpoint and turning interest into intent to either use Erasmus+ funding for one of our courses or to make an Erasmus+ application. This is a great job for enthusiastic, goal-oriented and multi-lingual individuals committed to delivering targets in a fast-paced environment.

Reports to: Managing Director

Key responsibilities:

This is a dynamic job in a start-up environment with a variety of responsibilities, including:

- Making phone calls in English and other selected languages
 - Calling inbound leads and outbound lists, introducing yourself and the company and asking questions to qualify leads
 - Giving basic information
 - Schedule appointments
 - Liaising with the rest of the team to manage resource availability and special requests
- Managing initial email enquiries
 - Providing basic information
 - Integrating customised information into the email templates and ensuring quick email response time
 - Follow up with email senders and catch up with any interrupted email conversation
 - Forward emails to the final recipients
- Identifying the type of interest
 - Qualify each opportunity at the right progress stage of our pipeline up to approval stage



- Constantly chase up clients to check status and communicate options via email or other remote communication tools
- Using our platform and organising information
 - Monitoring and maintaining an accurate pipeline
 - Managing active school databases and lists
 - Following up CRM workflows and tidy up data
- Contributing to the business development
 - Researching and planning country-specific information and strategies
 - Conducting phone surveys when needed
 - Cold calling local companies to explore work experience opportunities
 - Investigating and resolving concerns and issues
 - Liaising with our experts to organise additional services (e.g. webinars, external telemarketing agencies, etc)

Travel

No travel required.

Career progression

As you contribute and lead the business growth, your role can stay part-time or become full-time and move up to one of the following roles:

- *Erasmus+ experience advisor* with more responsibility to provide Erasmus+ funding advice and support and to achieve sales targets
- *Sales manager* with more responsibility to recruit, train and develop a team of Erasmus+ experience advisors, to provide Erasmus+ funding advice and support and to achieve sales targets
- *Programme coordinator* with more responsibility to organise our Erasmus+ teacher training courses and to communicate all the details to the relevant contacts.
- *Managing director* with direct responsibility to lead the company

Compensation & Benefits

- Base salary: Livello 4 CCNL Scuole Laiche
- An attractive bonus and incentive scheme: we work by objectives and reward results

What we offer

- Welcome kit and onboarding programme
- International environment. Our language is English. Your work will have full European exposure and you will meet participants from many European countries! This job is a lifestyle!
- Opportunity for career progression: You will be part of a small but fast-growing start up team and get the opportunity to be involved in a wide range of work and eventually build and coordinate the future company plans.
- Agile work environment: We use smart tools for goal-setting, time-blocking and performance management. We work in the cloud and follow our process blueprints and kanban boards to manage the workload. Ready to conquer the workday!
- Team building activities: We believe effective team building builds trust, encourages communication, and increases collaboration. Enjoy fun activities and connect with the team!

- Opportunities to learn. We pay for your language lessons, but that's not where it ends. If you make a good case for some extra learning, we're delighted to pick up the tab.

What we are looking for

- **EXPERIENCE**
 - At least 2-year experience of outbound call centre operations, possibly international
 - Lead generation and qualification
 - Appointment setting
 - International background
- **ATTITUDE**
 - An ambitious, hard-working and results-oriented individual who persevere through adversity until the job is done—and done well
 - Friendly, assertive and self-confident communicator, both written and oral, face-to-face, via email and on the phone, who can flex to various communication styles and lead a conversation and maintain control of the interaction.
 - Reliable, service-oriented, methodical, organised, punctual and dependable
 - A burning desire to join a new start up and take responsibility to lead its growth
- **SKILLS**
 - Fluent in English and:
 - **German, or**
 - **French and Spanish, or**
 - **A combination of the German, French, Spanish, Polish, Romanian, Turkish, Czech, Slovak, Bulgarian, Greek, Hungarian, Dutch, Portuguese**
 - Outstanding communication and interpersonal skills
 - Telephone skills
 - Stress management skills
 - Accuracy and attention to details
 - Basic computer skills (emails, presentation, word).

How we will measure your impact

- Number of webinar registrants
- Number of participants for approved projects