



JOB DESCRIPTION

Job Title: TELESALES AND PROJECT COORDINATION

Location: Work from Home

We are looking for motivated and energetic Telesales Representatives to join our business development team who will also extend the support with project coordination tasks. In this role, you will identify and generate new business opportunities, engage with potential clients to understand their needs, and promote our services to drive sales growth. If you are a persuasive communicator with a passion for sales and an interest in the engineering sector, this is a great opportunity to make a meaningful impact in a dynamic and supportive environment. You will work in the Business Development department, carrying out tasks as directed by the Head of BD.

KEY RESPONSIBILITIES:

1. Business Development and Sales:

- Work directly under the guidance of Head of Business Development.
- Identify and contact potential clients through outbound calls, emails, and chats.
- Build and maintain strong relationships with existing and potential clients to ensure customer satisfaction and repeat business.
- Present and promote our services to potential clients, aiming to close sales and achieve targets.
- Conduct follow-up calls to nurture leads, address queries, and close sales.
- Stay informed about industry trends and competitors.
- Maintain accurate records of sales activities, client interactions, and outcomes.
- Work closely with the sales and engineering teams to ensure alignment and successful delivery of client requirements.

2. Project Coordination:

- Coordinate and manage structural drawing projects from initiation to completion.
- Liaise with clients to understand project requirements, timelines, and deliverables.
- Work closely with internal teams, including structural engineers, drafters, and quality control, to ensure project objectives are met.
- Monitor project progress, addressing any issues or delays, and ensuring timely delivery.
- Maintain detailed project documentation, including contracts, schedules, and reports.
- Ensure compliance with all relevant regulations, standards, and company policies.

3. Client Relationship Management:

- Act as the primary point of contact for clients throughout the project lifecycle.
- Provide regular updates to clients on project status, addressing any queries or concerns.
- Ensure client satisfaction by delivering high-quality results and managing expectations effectively.
- Gather client feedback post-project to identify areas for improvement and enhance future service delivery.

CANDIDATE REQUIREMENTS:

Education: GCE Advanced Level or equivalent qualification.

Experience: A minimum of 3+ years of professional experience, with at least 1+ year in BD/sales.

Communication Skills: Excellent communication and negotiation skills, with the ability to build rapport and close deals effectively.

Technical Proficiency: Proficient in Microsoft Office (Word, Excel, Outlook, Teams) and social media platforms (e.g., Facebook, Instagram).

Problem-Solving: Demonstrated ability to solve problems independently and prioritize tasks effectively.

Project Management: Ability to manage multiple projects simultaneously while maintaining attention to detail.

Growth Mindset: Willingness to learn, grow, and pursue clear career aspirations.

Team Collaboration: Ability to work well in a team environment and collaborate with other departments.

If you believe you are the ideal candidate for this position, please send your CV to info@leniogroup.com.