

# VoIP Sales Manager

## About the role

Responsible for the daily management, performance and sales growth of the plan.com VoIP channel. Monitoring performance, attitude and service whilst also driving product sales and new business generation, with an unrivalled knowledge of plan.com's VoIP products and services.

Also responsible for the sales support team and the execution of contracted sales opportunities through to the provisioning teams including any necessary Partner communication to conclude.

You will be expected to manage the day-to-day performance of the team to deliver beyond target results and drive a culture of coaching and motivation to ensure knowledge, commitment and capability are of the highest standards.

## Main duties and responsibilities

- Quickly gain an in-depth knowledge of the plan.com VoIP/Fixed solution
- Matrix management of the sales team (not direct reports) performance and knowledge for the sales of plan.com VoIP/Fixed via our Partner relationships
- The implementation of all company programmes, promotions and incentives into the Partner community
- Maintain thorough sales, performance and activity records, and act effectively on any weak areas
- Responsible for the channel's success and evolution including sales and service ability with the support of Sales Managers into the teams
- Supporting queries as they come through Zendesk to ensure the service / support that the partners receive is timely and strong
- Support the sales teams with their opportunities where required and ensure that when support is needed, knowledge is captured and shared
- Support the internal Customer Services and Sales teams with any technically or product-specific advice
- Support Customers and Partners with service-affecting issues, escalating via the appropriate channels where required
- Ensure Customers and Partners are proactively updated on the progress of any faults or issues they may have been raised
- Identify any reoccurring issues and ensure that a clear plan is put forward to resolve them
- Diligently ensure that commercials are maximised, highlighting areas for improvement in the ordering and billing process
- Regularly evaluate and compare the plan.com offering against major competitors to ensure competitiveness not just financially but also product offering and features
- Thoroughly document and records the processes and procedures centred around the delivery of the VoIP and Fixed line service offerings
- Escalation point for high priority situations
- Create relationships with all key / major Partners



Location: Isle of Man  
Reports to: Head of Sales  
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## About plan.com

plan.com is the UK's fastest growing business communications provider.

We're technology-led and invest heavily in our award-winning online portal, which our partners use to generate quotes, close deals and manage customers.

Thanks to our portal, we've torn up the rulebook and changed the industry. It gives our partners unprecedented levels of flexibility and control, helping them to open and close deals, as well as deliver exceptional service even when they're away from their desks.

Along with our outstanding customer service and impressive commercials, it's the reason we're number one.

## Got what it takes?

Drop us an email using the address below. You can use this address to apply for the position or to ask any questions you may have.

When applying for the role, we'd appreciate a cover letter (please keep it under a printed page), an up-to-date CV, and links to any additional, relevant materials such as a portfolio for creative work.

[jobs@plan.com](mailto:jobs@plan.com)

## Key skills & attributes

- Experience of VoIP / Fixed line telecoms services
- Excellent communication skills; both verbal and written.
- Ability to build rapport and maintain strong relationships
- Strong commercial and business acumen
- Dedication to deliver and meet team and business objectives
- Results-orientated with the ability to balance other business considerations
- Calm under pressure

## Key attitudes & behaviours

- High energy and a can-do attitude
- Prepared to 'go the extra mile' for the business, colleagues, partners and team
- Team player who can work off their own initiative
- Heightened sense of urgency
- A curious learner who demonstrates an interest in self-development and personal knowledge of the job
- Actively demonstrates a passion for the business
- Demonstrates a natural coaching style in every interaction to increase the knowledge and develop those around them to the highest of standards

## What's in it for you?

- Competitive package, bonus scheme and recognition awards
- Company-wide pension scheme and private health insurance
- Gym membership scheme
- Flexible personal interest allowance, development and training
- Extra half-day holiday on your birthday every year
- Family friendly with maternity/paternity allowance
- Wide range of social events including legendary Christmas and summer parties
- Excellent exposure in a fast-paced environment whilst being challenged and rewarded


## What to expect from a career at plan.com


**plan.com** launched in October 2013. We're young, energetic and growing fast, which means we're always on the look-out for people who share our passions, dedication and will grow with us.

We promise that when you start your career with us, you'll never stop learning and you'll never stop being challenged.

If you fit the bill, get in contact. We'd love to hear from you.

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