



## Job Details

**Reports to:** Direct Team Manager  
**Title:** Sales Specialist  
**Division:** B2B  
**Location:** Eastpoint, Dublin  
**Duration:** Full-time, permanent

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

Virgin Media Business operates in all business markets from small to medium enterprise, medium to large enterprise, hospitality and public sector - selling across all product sets you will be assigned a market suitable to your experience and skill set - with a view to moving into larger market sizes over time. You may start out selling cable and TV into the SME market in your first few years at Virgin Media Business, later moving into selling dedicated WAN or Security solutions in the MLE environment.

Working to campaigns and verticals agreed with the Direct Team Leader this dynamic , fast paced role is about growing the Virgin Media Business market share in Ireland.

You will be selling across all product sets from cable broadband to dedicated internet; managed WiFi to security solutions and even Mobile & TV.

Through a solution based sales process you will be a self -starter, comfortable with generating and closing new opportunities, as well as looking after the customers you sign.

As an experienced Sales Specialist you will bring a little black book of contacts to the role and be ready to hit the ground running.

You will live the Virgin brand in everything you do and be delightfully surprising for our customers.

## Responsibilities

- Generate leads and new business opportunities from cold calling and mail campaigns to door knocking.
- Close deals to achieve Monthly, Quarterly and Annual KPIs and Targets.
- Produce weekly and monthly reports on sales pipeline and activity.
- Direct selling across multiple product sets and verticals as agreed with the Direct Team Leader.
- Ensuring our brand values are upheld across the sales process
- Achieve weekly meeting targets with new prospects
- Work to structured campaigns.
- Negotiate commercial terms and multi-year agreements with our customers
- Look after and grow the accounts you sign
- Attend networking events and represent Virgin Media in a positive light
- Design, write and manage direct sales campaigns to grow your base
- Use Social Media to your advantage
- Work to agreed product, market and business rules
- Work with internal managers and stakeholders to achieve SLAs, KPIs and results.
- Work with our Red Response Team on multi-site opportunities and tender/RFI/responses
- Work to go to market strategies on new product and new footprint areas
- Work closely with our Sales Operations department to get sales across the line and interface with multiple stakeholders (pre-sales, finance, service delivery)
- *Produce weekly, monthly and quarterly reports on all key metrics and KPIs*
- Highlight accounts at risk of Churn
- Take part in monthly and quarterly training sessions
- Constantly improve with self- learning
- Gain a competitive understanding of the clients you are working with
- Grow your base of customers everyday
- Other duties may be required from time to time

## Key Performance Indicators

- Achieve monthly, quarterly and annual KPIs across multiple product sets and verticals.
- Produce weekly and monthly reports on sales pipeline and activity.
- Ensuring our brand values are upheld across the sales process
- Manage churn within your base of customers
- Achieve weekly meeting targets with new prospects
- Achieve monthly, quarterly and annual sales targets
- NPS (individual and at company level)
- Manage Bad Debt within your base of customers

## The Person:

This hunter role requires endless dedication to results.

- Self -motivated, enthusiastic and business driven.
- Excellent interpersonal skills
- Strong communication skills
- Business Services acumen and associated behaviour and presentation

- Can do attitude
- Third level qualification preferable
- 3 years + Sales Experience in a growth sector
- Customer centricity and experience with dealing with customers
- Ability to generate leads from a standing start
- Outcome orientated, recognising that the role entails success in functional areas KPI's as a priority
- You are intuitive, motivated and have the drive to get on with the job in hand
- Proven ability to operate flexibly in complex and dynamic working environment.
- Ability to manage time effectively
- Ability to work with key stakeholders (service delivery, product and pre-sales solutions) to get the job done
- Work well in a team environment, encouraging others and sharing successful sales techniques.
- Superior professional presence and business acumen

### Work conditions

- 37.5 hours per week with flexibility working conditions (extra hours may be required in order to achieve sales targets)
- Fun team & office environment
- Visits to customers locations required - anywhere in Ireland

### Package

Competitive Salary

+ Mileage allowance

+ Commission scheme

+ VHI

+ Laptop and Phone

+ Virgin Media benefits package (including Gym, Pension scheme and share save)

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer.

Having a diverse workforce is critical to the success of our business.