



## SALES AGENT ROLES

As part of the Crystal Legal team you can expect to receive a warm welcome into our clan fold as an unflappable Crusader. In these roles you will either pick up on leads supplied by fellow members of our outbound sales clan and provide prospective customers with clear and concise information about what Crystal Legal does, converting leads into new business for the company.

Or, using data provided you will make outbound (cold) calls to potential customers and through building a rapport with these contacts you will then generate leads to be passed on to our Specialist Telesales Agents.

## A DAY IN THE LIFE

In this role your typical day will involve:

- Calling customers that have made an online enquiry expressing interest in checking their finances for PPI
- Using a call flow to support you in gathering all the key information from the customer while building effective customer relationships to ensure a committed client
- Effectively capturing accurate customer data and recording this via Crystal Legal's bespoke systems
- Sending out new claim packs to customer and ensuring they are returned within a defined timescale
- Ensure all calls meet our expectations and aim to deliver an exceptional customer experience
- Maximise the claim opportunity for all our customers by maximising every lead and generating new business through secondary products

## CRUSADER SKILLS

Depending on your specific role in sales:

- Self-motivator – striving to be your best, even on a tough day
- Tenacious – forever focused on accuracy and attention to detail
- Team player – assertive but always respectful and professional
- Friendly telephone manner – a people person with a positive outlook who enjoys helping others
- Excellent time management – staying organised in a fast-paced and lively working environment
- First-rate communicator – articulate and an excellent listener
- Problem solver – using initiative at all times

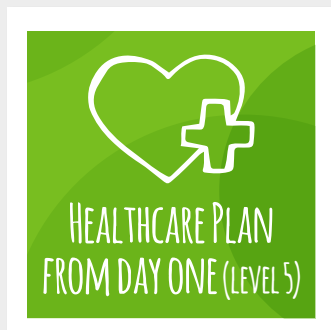
"Since joining the company my success and achievements have been recognised. I feel my achievements and progress are genuinely appreciated and recognised."



## ENTITLEMENTS & STAFF BENEFITS

We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:

- 20 days annual holiday (increasing by one day each year up to 25 days)
- Shutdown between Christmas and New Year
- Seven day induction programme
- Six months probationary period
- Buddy' programme mentoring scheme
- Healthcare plan from day one
- Internal career progression across in-house training programmes
- Employee recognition – awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service



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## THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day

