



Innovative and relevant solutions for the crisis of stuff

Cold Caller – 4 month Summer Term

The story of Bank and Vogue is one about following your passion and beliefs, creating opportunities for our suppliers and customers, and building a great family-based business. Most importantly however, the purpose of our business is to develop *Innovative and Relevant Solutions for the Crisis of Stuff*. We aim to find new homes and purposes for the many consumer goods that people throw out or recycle.

We are a multi-cultural team that cares about the charities and global customers we support, and believe that the work we do makes a difference. We strive to create a family-friendly work culture committed to customer service excellence, hard work, and having fun. We are creative, innovative, and open minded. We embrace diversity; we are inclusive, cross cultural and global. We enable people to grow, learn, discover and contribute meaningfully.

For this entry level role we are looking for an energetic, keen, and well-organized **Cold Caller** to support the growth and development of our Lead Generation Program. In this role you will be primarily focussed on confirming contact information and qualifying leads as we look for more suppliers. Many of our suppliers are charities and organizations that work to support communities and the vulnerable.

Reporting to the Lead Generation Manager, you will assist with:

- Qualify Outbound leads through cold calling and email
- Building and maintaining data using our online CRM tool to track all activities
- Working closely with and provide support to the Lead Generation team

The ideal candidate will possess the following attributes and experience:

- Experience or exposure to tele-sales and/or cold calling in a call centre environment
- Strong customer service skills
- Excellent command of English -both written and spoken
- Excellent organizational and analytical skills, as well as keen attention to detail
- Ability to collaborate with a team, as well as work independently
- Strong self-management skills with ability to set, and adjust, priorities as needs change
- Strong computer skills and experience with MS Office
- Experience in CRM systems is a valuable asset

If you are interested in being part of a unique industry and looking for an interesting and challenging opportunity, please send your cover letter and a resume to careers@bankvogue.com and include "Cold Caller" in the subject line. For more information, please visit us at www.bankvogue.com.

Due to the high volume of applications, we will only contact those individuals that are invited to interview. Bank & Vogue is an equal opportunity employer. Accommodations will be provided at all stages of the hiring process; we ask applicants to make their needs known in advance.