**Outbound Sales Customer Service Specialist**

**Monday – Friday + 1 Saturday every 3 weeks (Day off during week when working Saturday)**

**Shift hours are 7.45am - 4.15pm and 9.30am - 6pm weekdays (rotating)**

**7.45am – 4.15pm on a Saturday**

**Starting salary £25,000 per annum**

**Distinct Cremations full time office-based role in Cannock, Staffordshire**

**Permanent role**

Are you a natural communicator who loves connecting with people? Do you enjoy having meaningful conversations, helping others, and delivering outstanding customer service?

If you're enthusiastic, bubbly, and thrive in a customer centric environment, we want to hear from you!

Due to continued growth, we now have 2 vacancies available in our friendly customer service sales team, based at our Head Office in Cannock, Staffordshire.

Since 2021 we have been busy growing our first-class direct cremation service which offers individuals and families all over the country a simple alternative to a traditional funeral service. We received a Gold Trusted Feefo award for our service in 2024 and our Direct Cremation plans are rated 5 star by Fairer Finance.

Like many of our colleagues, you might not have considered this industry before, however with industry training provided and on-going career development, you will find it one of the most varied and rewarding opportunities you could ever imagine.

**The role**

Working in our call centre, you’ll use your brilliant people skills and empathy, to provide peace of mind, by helping customers find the right solution.

About 70% of this role involves making calls to customers and 30% handling inbound calls. The calls you will make and receive are mainly what we call “pre-need”.

This involves making warm calls to follow up with customers that have expressed an interest in our Funeral Planning products & services, so they have a plan in place for the future. We advertise our services across a variety of platforms including on the television, print, online and on our website.

Our customers value talking to someone before making a big decision so the personal touch and consistency you provide is incredibly important. Using your listening skills and sales expertise, you’ll manage a portfolio of enquiries and spend time with customers discussing the features and benefits of our services, until a suitable outcome that is right for each individual is found - This might be selling one of our direct cremation plans, or it might be that a traditional service is more fitting for them after we fully understand their needs and expectations.

We believe in an honest and transparent service and relationships built on trust.

In this role you will typically handle around 80 – 100 calls per day, so a passion for helping people will certainly be key. Your calls aren’t timed and the service we provide is about making sure the individual is given the time, care, and attention they need to fully understand their options.

**This rewarding opportunity involves:**

* Handling both outbound and inbound calls, converting warm leads into sales and providing uniquely personal solutions for customers.
* Support customers across our cremation and funeral plan product lines, ensuring they receive accurate and empathetic service.
* Confidently promote products, explain their benefits, to ensure products and services meet the demands and needs of the customer.
* Maintain accurate and detailed customer records, ensuring we have captured their wishes accurately and ensuring compliance with UK data protection regulations such as GDPR.
* Work as part of One Team to achieve SLA’s, driving continuous improvement.
* Share feedback and insights with the team promoting a culture of continuous learning.
* Openly engage in development, coaching, and feedback sessions to enhance personal performance and the overall effectiveness of the team.
* Handle sensitive and emotional customer inquiries with empathy and professionalism, delivering Exceptional Care in every interaction.
* Adhere to FCA regulatory expectations, FCA Consumer Duty & internal policies & procedures
* Provide a first-class sales and service experience.

**About you**

* Previous experience in a Customer Service / Sales / Telesales / Call centre /Contact Centre / Funeral Arranger role.
* Experience of selling Funeral Plans / Insurance plans / knowledge of FCA compliance would be beneficial however not essential as full training is provided.
* Happy to call customers on the telephone in a call centre setting.
* You’ll need to pass a DBS (criminal record) check to be considered for this role.
* Happy to work flexibly, 1 Saturday in 3 and bank holidays as we operate 365 days of the year
* Good IT skills & attention to detail.
* Excellent Administration and communication skills – both written and verbal.
* Resilient and able to build strong relationships with potential customers, offering compassionate and professional support.

**About Distinct Cremations and Westerleigh Group**

Distinct Cremations is proud to be an FCA accredited, specialist provider of direct cremation services and we are part of the Westerleigh Group. We offer direct cremation services for people wishing to choose a simple, affordable, fuss-free funeral. We pride ourselves on offering exceptional, high-quality care and excellent service to all our customers.

We received a Gold Trusted Feefo award for our service in 2024 and our Direct Cremation plans are rated 5 star by Fairer Finance.

Westerleigh Group has been building and managing Crematoria for 30 years and care for over 70,000 cremations and burials every year. We are the largest independent operator of crematoria in the UK, employing more than 500 empathetic and dedicated individuals.

**What We Offer**

If you would like to join the Distinct Cremations team, you can be sure of a warm welcome, ongoing training and development and a sense of pride by truly make a difference every day to our customers.

In addition to salary, you will also be eligible for the following benefits:

* 32 days holiday (includes bank holidays)
* Life Assurance
* Ongoing learning & development
* Pension scheme
* Access to a wide range of retail discounts and wellbeing support
* Life Assurance
* Mindfulness App
* Mental Health Ambassadors
* Free Cremation: Immediate family
* Bereavement Leave
* Enhanced maternity & paternity pay
* Employee Assistance / Occupational health support Program
* Recognition scheme: Above & Beyond vouchers
* Free Flu jab
* Free parking

**What next?** Start a career with significance by applying today.

We reserve the right to close the application window sooner if a significant number of applications are received.

If you’re not contacted, please assume you have been unsuccessful. Unfortunately, feedback is not always possible due to the volume of applications we receive.