

Peach Tech Limited
Job Description
Sales Pre Qualification Associate

The Sales Pre Qualification Associate is responsible for inbound and outbound communication to customers, directing customers to the appropriate team, resolving customer problems, assisting in customer retention efforts and ensuring that our customers have a positive experience while interacting with Peach.

Roles and Responsibilities

- Lead customer communications - You will lead the team in effectively communicating with customers through various channels such as phone calls, emails, text messages to support the team's efforts on lead qualification, cold calling, customer surveys and after sales- check ins.
- Collaborate with teams to ensure improved customer experience from lead generation to customer generation.
- Assist in customer retention efforts by constantly following up on customers who are within the Peach pipeline.
- Help analyze market and performance trends sharing with the relevant teams to capture our customer needs and wants and enhance our customer support.
- Assist to do customer surveys to past customers to help know how to improve support better.
- Assist with KPI metrics tracking to help make data driven decisions and mold our business as per our client needs

Requirements

- At Least 4 years of experience as a customer experience/ support representative
- Experience in gathering and interpreting customer experience information
- Solid knowledge of online customer engagement platforms and channels
- Proficiency in MS Office, as well as CX and CRM software
- Good interpersonal skills and a customer centered approach
- Great organizational and time management abilities
- Superb communication, collaboration and problem solving skills



Peach Cars is a values-driven organization. If you are interested in this role, please be prepared to speak to the following values, including how you understand them and would put them into practice in your efforts day-to-day.

- Ownership ~ Complete work is the expectation; going above and beyond is who we are and what we do
- Respect ~ Communication is key and this is always done in a respectful manner, no matter how difficult; as a team, we may disagree but we commit
- Challenge ~ As a company, we are anti comfort zones; Peach is a place for learning and growth

Please write to careers@peach-technology.com with the title, "**Sales PreQual_Your Name**" with an attached CV and an answer to the following question in 300 words or less:

This is a customer facing role. Please pretend that you are a Sales Pre Qualification Representative at Peach and write a draft script of how you would communicate with inbound callers looking to buy a car with us.