



Sales Team Leader

Monster Group (UK) Ltd is a thriving online retailer offering a diverse range of high quality and great value products to an international market. A brand new and exciting opportunity has arisen for a Sales Team Leader to join our fast-growing and dynamic team at Monster HQ. Leading from the front you will deliver outstanding customer service and use consultative selling skills to ensure that every customer's experience and buying journey with Monster is out of this world.

Daily Tasks:

- Manage and inspire your team, to consistently deliver phenomenal service.
- Answer customer queries over the phone, via email and ticketing system in a fun yet professional manner.
- Use consultative selling skills across our unique range of products to maximise sales.
- Work closely with other teams to ensure that Monster customer service is delivered consistently.
- Administrative tasks in relation to invoicing, marketplaces and couriers.
- Identify and implement new processes and procedures to improve performance, efficiency and our customer experience.

Key Skills required:

- Forward-thinking, innovative and pro-active.
- Ability to remain calm under pressure.
- Team work as well as having initiative to work on your own.
- Multi-tasking and organisational skills; you will be required to juggle multiple tasks at once!
- Good IT and Microsoft Office knowledge.

Working hours: Full time, Monday to Friday 9.00am to 5.30pm (37.5hrs per week with 1 hour for lunch).

You will be based at our modern offices near Sheriff Hutton (YO60) therefore it is essential that you have your own transport.

Salary is dependent upon experience and attributes. We pride ourselves on creating an exciting working environment that's fun and full of laughter, where people can strive to be their best, and embrace our values; Empowerment, Forward Thinking, Respect and Fun. We also offer a generous holiday allowance of 25 days plus Bank Holidays! If you would like to be considered for this position, please email your CV.

Address: Monster House, Alan Farnaby Way, Sheriff Hutton Industrial Estate, Sheriff Hutton, York, YO60 6PG

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