

Telesales Executive - 3 Nos

Short Description

The duties of a telesales representative range from lead generation to direct sales and customer relations. An effective telesales agent has to close leads and ensure customers are satisfied enough to continue doing business with the company.

Responsibilities

- ✓ Contact potential or existing customers to inform them about a product or service using scripts
- ✓ Answer questions about products or the company
- ✓ Ask questions to understand customer requirements and close sales
- ✓ Direct prospects to the field sales team when needed
- ✓ Enter and update customer information in the database
- ✓ Take and process orders in an accurate manner
- ✓ Handle grievances to preserve the company's reputation
- ✓ Go the "extra mile" to meet sales quota and facilitate future sales
- ✓ Keep records of calls and sales and note useful information

Requirements

- ✓ Proven experience as telesales representative or other sales/customer service role
- ✓ Proven track record of successfully meeting sales quota preferably over the phone
- ✓ Good knowledge of relevant computer programs (e.g. CRM software) and telephone systems
- ✓ Ability to learn about products and services and describe/explain them to prospects
- ✓ Excellent knowledge of English
- ✓ Excellent communication and interpersonal skills
- ✓ Cool-tempered and able to handle rejection
- ✓ Outstanding negotiation skills with the ability to resolve issues and address complaints

Skills Information

MS Office / Advance Excel , SAP, Good Communication skill.
Action oriented and drive for results

Education: Any Degree

Relevant Experience : 1-2 Years of Experience in field Tele sales & Marketing