

Job Description

We are looking for a personable, experienced telesales professional to join our expanding team. In this role, you will provide expert advice and information to our potential customers regarding a variety of products and services offered by our company. You will play a key role in increasing our profitability and sales revenue through excellence in customer service and an informed, consultative approach to selling and client conversion.

Duties & Responsibilities

Calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies.

Influences customers to buy services and merchandise by following a prepared sales talk to give service and product information and price quotations.

Completes orders by recording names, addresses, and purchases; referring orders for filling.

Keeps equipment operational by following manufacturer's instructions and established procedures.

Secures information by completing data base backups.

Contributes to team effort by accomplishing related results as needed.

Consistently make a good first impression when calling leads

Engage potential customers in dialogue that opens opportunities

Commit to departmental and individual quotas/goals

Meet company expectations for excellent customer service

Update contacts database when necessary

Provide information regarding product/service in an engaging manner

Answer all customer questions honestly and accurately

Take relevant notes on all calls for future use and enter into database

Process orders quickly and accurately

Generating and qualifying leads from cold calling

Managing, tracking and following up on leads by calling them

Conducting sales presentations through the phone and screen sharing

Meeting monthly and quarterly sales goals in accordance with goals

Creating and updating activity reports

Required Experience, Skills and Qualifications

Maintain a friendly, professional tone at all times

Function as part of the team with sincere enthusiasm

Negotiate sales and address any concerns/reservations of potential customers

Basic computer skills, including Microsoft Word and Excel

Excellent telephone etiquette

Personable and friendly tone of voice

Ability to follow scripts without sounding mechanical

Excellent communication skills

Patience, persistence and persuasiveness

Language Proficiency:

English

Hindi

Local/ Regional

Function:

- Marketing & Communications
- Sales/ Business Development

Role:

- Business Development Executive

Education:

- Any graduate

Stream:

- Any Stream

Work Experience:

- Preferable but not necessary