

Telecaller:

We are looking for an ISR to boost our sales by communicating with possible and potential customers/clients. A candidate must gather information about the company and suggest a probable product and service. To be able to provide the best telecalling experience, you must know how to convince the toughest of the client to purchase our offering.

Responsibilities:

Reach potential or existing clients and explain the product using predefined scripts (which can be enhanced).

Conveying verbal acknowledgments of offers to our Sales group for closing.

Considering the details of each offering and staying side by side with updates to these contributions.

Acquiring and updating a company's contact details in CRM.

Regularly Follow Up with active or old customers.

Qualifications:

Proven knowledge(or) experience as a telesales representative or other customer service role.

Excellent knowledge of the English language

Basic knowledge of computer programs like (CRM software) and Proven track record of successfully meeting sales quota over the phone.

Ability to switch communication styles.

Skills:

Proficient in communication and interpersonal skills

Research and record-keeping skills

Verbal communication

Outstanding negotiation skills to resolve issues and address complaints

Data entry and Telephone skills

Closing skills