

## JOB DESCRIPTION

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**ROLE:** Specials Sales Telesales

**REPORTS TO:** Specials Sales Team Leader

**LOCATION:** Vadodara

**JOB TIMING:** 10:00am to 7:00pm UK Time

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### PRIMARY RESPONSIBILITIES:

- Main focus on getting specials on board from the accounts who are not spending with us currently in Specials and Special Obtains.

### SECONDARY RESPONSIBILITIES

- Calling customers from the set of list provided who are not placing specials with us from more than 6 months.
- Solving direct email queries, issues of specials via email.
- Handling transferred calls along with customers for specials or obtains regarding price, product or any other query.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Converting maximum specials related queries into specials.
- Converting maximum accounts into specials from Non location, Web accounts and accounts listed in telesales.
- Reporting potential risks identified in work place.
- Making courtesy calls to existing accounts who have drop in specials, courtesy calls to accounts who have any issues or queries on specials.
- Alert other team members of issues that may be detrimental to quality or pose a risk to individuals.
- Effectively manage own time, workload and withstand pressure.
- To comply with company Policies and Procedures.

### ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES

- Bachelor Degree in a scientific discipline or equivalent work experience.
- Typing speed should be of 25 to 30 words per minute.
- Excellent organisation and time management skills.
- Judgment, decision making and problem solving.
- Ability to perform under pressure.
- Clear verbal and written communication essential.
- High attention to detail.
- Ability to work on own initiative and in a team.
- Positive attitude and willingness to deliver results.
- Responsive to the rapidly changing nature of the business.