

## JOB DESCRIPTION

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**ROLE:** Telesales Team Leader

**SALARY AND BENEFITS:** Upto Rs.24, 000/- per month

**REPORTS TO:** Sales Manager

**LOCATION:** Baroda, India

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### PRIMARY RESPONSIBILITIES:

This role will be responsible for all sales activities, leading a team to account manage, achieve targets in all categories. This involves keeping the team motivated and focused whilst following the company policies and procedures.

### SECONDARY RESPONSIBILITIES:

- Effective team building through coaching and mentoring the team.
- Prepare action plans and schedules to identify specific targets and to project the numbers for each product category for the team.
- Follow up on new leads and referrals resulting from field activity and distribute the accounts in the team for a regular order.
- Identify sales prospects within team accounts and contact these and other accounts as assigned by the managers to win/grow business.
- Develop and maintain sales and current product knowledge within the team providing training at regular intervals.
- Have weekly one to one's with team members to suggest improvements, problem solve, discuss current client portfolio and motivate team members to bring more growth, increase sales.
- Manage Telesales/Team through quality checks and other follow-up.
- Strives to make flexible quality improvements through creating efficient working practices
- Identify and resolve client concerns.
- Prepare a variety of status reports, including activity, closings, follow-up, and adherence to goals/targets.
- Communicate new product and service opportunities, special developments, information, or feedback gathered through field activity, Market Knowledge to appropriate company staff and team members.
- Regular update, feedback and meeting with the Manager regarding team improvements, targets, sales activities, promotional activities, carried out or planned to increase productivity.
- Other duties as assigned by the manager.

### ESSENTIAL EXPERIENCE:

- Previous sales experience.
- Delivering results.
- Driving performance.
- Managing relationships.
- Selling skills - including telephone based.
- Negotiation - including telephone based.
- Customer focused.
- Judgement, decision making and problem solving.
- Competent in MS Office.