

JOB DESCRIPTION

ROLE: Specials Sales Telesales

REPORTS TO: Specials Sales Team Leader

LOCATION: Vadodara

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

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.