**Job Description - Telecaller**

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### **Roles and Responsibilities:**

### Ability to find sales opportunities through inbound calls, outbound cold calls, or email.

* Contact potential or existing customers and educate them about a product or service using scripts.
* Needs to answer the queries of the customer by understanding their needs and requirements and close deals.
* To explain the benefits of the products or services to potential clients.
* Collect customers details including names, addresses, phone numbers, etc. for further process.
* Keep records of calls and sales and note useful information.

**Requirements:**

* Proven experience as telesales representative or other sales/customer service role.
* High school diploma; B.sc/BA will be an added advantage. (Any Graduate)
* Excellent knowledge of the English language.
* Collect information and management.
* Pay attention to details.

**Ski**lls:

* Effective communication skills
* Negotiation skills
* Stress tolerance- to remain calm under pressure
* Self-motivation and confidence
* Target oriented
* Customer service orientation
* Active Listener