

### Team Manager - Virtual Sales

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 2–3-year experience in Tele - Sales (Preferably for lending products)
Skill Set	<ul style="list-style-type: none"><li>• Excellent communication skills (verbal and written)</li><li>• Should be aware about lending concepts.</li><li>• Should have good interpersonal skills.</li><li>• Self-motivated and a self-starter</li><li>• Should have good knowledge of MS office.</li><li>• Should have good presentation skills.</li><li>• Should have problem solving and decision-making skills</li></ul>
Job Description	<ul style="list-style-type: none"><li>• To manage a team of sales Associates</li><li>• To control shrinkage and attrition of sales team</li><li>• Team Lead needs to monitor calls and provide regular coaching and mentoring to sales associates and track low performers in team.</li><li>• Need to ensure CMS reports related to team staffing, AHT etc are maintained.</li><li>• Track AUX adherence and ensure discipline is maintained within the team.</li><li>• Drive sales and ensure achieving the same <b>Month on Month.</b></li><li>• Identifying training requirements within the team and getting the training conducted</li><li>• To work on overall team development</li></ul>