

### **Unit Manager - Virtual Sales**

<b>Competencies</b>	<b>Key Parameters</b>
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 4–5-year experience in Tele - Sales (Preferably lending products)
Skill Set	<ul style="list-style-type: none"><li>• Excellent communication skills (verbal and written)</li><li>• Self-motivated and a self-starter</li><li>• Should be aware about financial products.</li><li>• Should have good interpersonal skills.</li><li>• Proficient in MS Office and Contact Centre equipment/software programs.</li><li>• Should have good presentation skills.</li><li>• Excellent organizational and leadership skills with a problem-solving ability</li></ul>
Job Description	<ul style="list-style-type: none"><li>• To manage a team of Team leaders and Sales associates</li><li>• Analysing CMS reports related to the process and ensure discipline adherence.</li><li>• Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)</li><li>• To conduct monthly performance reviews of Team leaders to evaluate their performance.</li><li>• Achieve growth and hit sales targets by successfully managing the sales team.</li><li>• Own recruiting, objectives setting, coaching and performance monitoring of Sales associates.</li><li>• Project Implementation</li><li>• Process and system development.</li><li>• Identifying training requirements within the team and getting the training conducted</li><li>• Presenting data to Senior Management (need Basis)</li></ul>