

Job Description

POSITION DETAILS			
Functional Designation	Telecallers	Department	Collection
Sub Department		HR Grade	
Location		Reporting Manager	
Job Purpose			
<p>The Telecaller is responsible for making outbound calls to potential or existing customers for various purposes, such as sales, customer service, or market research.</p>			
Principal Accountabilities			
<ul style="list-style-type: none">• Make outbound calls to potential or existing customers.• Present products or services to potential customers.• Address customer inquiries and resolve issues.• Gather customer information and feedback.• Achieve sales targets or customer service goals.• Adhere to all company policies and procedures related to telecalling.• Maintain a professional and courteous demeanor when interacting with customers.			
Desired Profile			
<ul style="list-style-type: none">• High school diploma or equivalent.• Excellent communication and interpersonal skills.• Strong organizational and time management skills.• Ability to work independently and as part of a team.• Proficiency in using telecalling software and systems.			