1. Answered questions concerning prices and availability of [Product or service].
2. Operated with select dialer system to manage more than [Number] calls per day.
3. Sold at least [Number] [Type] products per week with [Number]% conversion rate.
4. Strengthened customer loyalty by being friendly and professional in all interactions.
5. Quoted prices, discussed benefits and redirected questions to overcome objections.
6. Supported customers by managing [Number] calls per day efficiently while maintaining professionalism and upbeat tone.
7. Received incoming calls and paged individuals and departments over PA system.
8. Consulted with territory, regional and strategic managers to plan account approaches.
9. Searched relevant directories to find contacts, business addresses, and [Type] information for customers and employees.
10. Connected callers with appropriate professional, department or business.
11. Attended safety training meetings to learn procedures for handling medical and fire emergency calls.
12. Directed incoming calls to internal personnel and departments, routing to best-qualified department.
13. Managed telephone switchboard of [Number] personnel and routed internal and external calls to provide quick connection.
14. Managed [Number]-line switchboard system for busy [Type of business].
15. Responded to customer inquiries with patience and positivity to establish excellent first impression.
16. Worked with [type] customers to understand needs and provide excellent service.
17. Maintained and repaired facilities, equipment and tools to achieve operational readiness, safety and cleanliness.
18. Performed clerical work such as sorting mail, restocking supplies and typing documents.
19. Developed and maintained courteous and effective working relationships.
20. Delivered exceptional level of service to each customer by listening to concerns and answering questions.