
Job Description – Tele-Caller

Department : Marketing

Reports to : Manager-Sales

The key overall objective of the Tele-caller is to achieve the company's expectation by generating desired number of leads by utilizing the organisation's sales Strategy.

Key Accountabilities:

- Explain the customers - based on product offers / benefits
- Promoting the products
- Customer follow-up
- Place phone calls to potential clients from our computerized directory
- Advises present or prospective customers by answering incoming
- Influences customers to buy or retain product or service by following a prepared script to give product reference information
- Answer potential clients' questions about projects
- Generate targeted minimum number of sales leads per day
- Set appointments with prospective customers based on our associates' schedules
- Train other telemarketers when required
- Communicate any problems, concerns or questions to supervisory staff
- Refer customer complaints to supervisor for quality control
- Communicate respectfully and politely with potential customers at all times
- Documents transactions by completing forms and record logs.
- Maintains database by entering, verifying, and backing up data.
- Keeps equipment operational by following manufacturer's instructions and established procedures; notifying team leader of needed repairs.
- Maintains operations by following policies and procedures; reporting needed changes.
- Maintains quality service by following organization standards.
- Contributes to team effort by accomplishing related results as needed

Skills :

- Persuasive,
- Customer Focus,
- Data Entry Skills,
- Selling to Customer Needs,
- Sale Closing Skills,
- Telephone Skills,
- Product Knowledge
- Should be a good Communicator& self-initiator

Qualification

- A Graduate with minimum 2 years of experience as Tele caller, preferably in Real Estate sector.