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# Example of Telemarketing Manager Job Description

Our company is growing rapidly and is hiring for a telemarketing manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for telemarketing manager

* Manage the day to day operations of the of the Sales Teams while maximizing vacation sales, sales per agent, and transfer closing percentages
* Recruit, hire, performance manage, train, monitor, counsel, and motivate Supervisors, Leads and Sales Associates while tracking attendance, schedule adherence and sales performance
* Cover Supervisor’s Teams in their absences
* Adjusts their work schedule to work and support any shift not meeting sales target
* Develop and implement creative training methods to assure your team consistently exceeds sales and conversion targets
* Implement impromptu training sessions during times of low call volume to strengthen the sales associates
* Manage and give direction to Supervisors and Leads
* Implement a daily game plan for the success of the department
* Ensure that conversion percentage exceeds sales targets
* Call Walk and Take Over Calls (T.O.)

## Qualifications for telemarketing manager

* Able to work under pressure, self-motivated, outgoing and result driven personality
* Proficiency in Computer System and Microsoft Office
* 5 to 10 years relevant sales/marketing operations and project management experience
* Excellent analytical skills and data analysis skills
* Experience with operations, process and procedure development
* Strong process optimization and workflow management skills