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# Example of Telesales Representative Job Description

Our innovative and growing company is looking for a telesales representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for telesales representative

* Suggest new products and technologies to customers (utilizing sales techniques)
* Remain knowledgeable of promotional programs, competitive products, and merchandising marketing practices
* Attend vendor product training sessions
* Up to date knowledge of competitor pricing for products
* Use a CRM database, such as Tour de Force to track data, manage, and analyze customer accounts
* Communicate with customers regarding requirements
* Manage open customer orders
* Inform customers of specialty items such as non-stock items for direct shipment
* Negotiate pricing with vendors to fulfill customer needs and to improve gross profit for Steiner along with SPA contracts
* Enter bids into the Steiner Eclipse system

## Qualifications for telesales representative

* Ability to effectively work independently with others to resolve problems
* Interface with other departments through written and verbal communications to handle customer situations
* Manage all areas of the order and installation process to ensure order is completed by the delivery date, overcoming gating issues throughout the process
* Years in a commission based environment
* Specific job assignments may require day, evening, weekend or holiday tours
* Experience in selling SaaS based online video platforms