Example of Call Center Sales Representative Job Description

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Our company is hiring for a call center sales representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for call center sales representative

- Provide pre-order and post order support
- Resolve intermediate customer issues by collecting pertinent information, informing customers of options, and finding an acceptable resolution
- Work with our Store partners, service providers and installation providers to satisfy customer issues and to ensure customer standards are met or exceeded
- Empower to solve intermediate customer complaints within level of authorization outlined in the Service Level Agreement
- Maintain accurate records of customer resolutions and follow through/negotiate credits and/or discounts based on Return policy/incident and coordinate the return of merchandise with the customer
- Receive incoming calls promptly on the literature toll free number and responds to customer's literature request by entering and confirming orders in the literature fulfillment database
- Handles calls promptly and accurately meeting departmental standards determined by call center management
- Attends departmental meetings and designated training sessions on a consistent basis, where information is relayed regarding the firms focus, policies, procedures, operations, , and manages this knowledge by developing a system to organize any change in information
- Prospecting businesses from a variety of sources and following up as needed
- Track and record your prospecting efforts

- Qualified candidates must successfully pass a background check and drug screening
- 2 years of proven successful sales experience highly preferred
- Previous call center or telemarketing experience preferred
- Salesforce software experience preferred
- Bilingual written and verbal communications are highly preferred
- Excellent verbal, written, and listening communication skills as you'll be handing inbound and outbound calls from multiple sources