



Example of Call Center Sales Job Description

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Our growing company is hiring for a call center sales. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for call center sales

- Prior experience with sales center systems
- Tracks and reports contact center performance against objectives and goals
- Assists team members of the Sales Call Center with quoting and application processes
- Coaches best practices for answering phones and coaches/demonstrates GUEST process
- Monitors team follow-up up on open quotes, demonstrates urgency to close quotes
- Must be able to manage workforce through Client Contact Center and Ignite
- Assist team members in adhering to daily schedules, following up on sales leads, and completing reminder/lapse calls
- Must be able to have open dialogue with the sales call center leadership team with challenges and opportunities with customers and team members
- Ensure that new hires have appropriate training and resources to perform their daily duties
- Audit reminder and lapse calls performed by the sales call center team

Qualifications for call center sales

- Must have open availability to work
- Minimum 2-5 years of mortgage operations experience
- Reviewing customers' personal accounts to determine what banking products might be appropriate for customers
- Recommending specific banking products to customers, based on customers'

- A proven track record of success in managing, training, and motivating people to excel
- Results oriented with a proven ability to exceed sales, customer satisfaction and productivity targets