



Example of Call Center Sales Job Description

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Our company is searching for experienced candidates for the position of call center sales. 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 call center sales

- Focuses on retention and building/deepening relationships which include account reconciliation and analysis of client accounts and transactions to detect potential fraud situations and identify fraud trends and patterns
- Maintains extensive knowledge of current bank policies, procedures, federal laws and regulations maintains strong knowledge of all new products, programs and sales promotions
- Manage inbound emails and phone inquiries from customers regarding their policies
- Handle all calls promptly and effectively to minimize customer wait times
- Make outbound calls to current and prospective customers
- Prepare and maintain reports as needed
- 25% Using knowledge of customer's line of business to anticipate their needs
- 25% Developing one-on-one relationships with all customers
- 25% Ability to organize, understand and develop techniques for managing large National and local projects as it relates to specific customer request
- 25% Creating customer quotes and processes fax, phone and email orders quickly and accurately

Qualifications for call center sales

- No active disciplinary action for the past 90 days
- Ability to learn and work effectively with Mission, Webview, Verint

- Strong interpersonal skills, with the ability to interact effectively at various employee levels from direct
- At least 1 year of experience in customer service and sales