



# Example of Call Center Sales Job Description

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Our innovative and growing company is looking for a call center sales. 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

- Lead, manage, plan, organize, direct, and control the operations of the Sales and Service Contact Centers, responsible for customer care, advanced product lead management, support, billing and order entry for the site
- Lead process improvement through new and revised programs to drive revenue, reduce churn, reduce expense and improve the residential customer experience
- Develop strategies and tactics to ensure Centers reach objectives
- Develop contact center/customer care policies and procedures that maximize productivity and profitability
- Establish and ensure attainment of goals for customer satisfaction ratings, contact center staff productivity, revenue and retention, order accuracy, and SLAs
- Drive revenue by acquiring new customers
- Sell company products and services to customers who call into the branch/center by gathering information about their needs, assisting with technical information about company
- Clarify customer's understanding of products and services by explaining product and service features
- Make outbound calls to small and medium-sized businesses – (40-50 Calls Daily)
- Set and run online product demonstrations, explanations and pricing review

## Qualifications for call center sales

- Trains, directs and supervises inside sales Manager plus staff of inside sales Supervisors, Leads, and Representatives focused on growing Medicare and Insurance Market Place enrollment
- Ensures the unit conducts outbound calls to prospective Medicare beneficiaries and responds to inbound calls
- Responsible for department performance evaluated on conversion of calls to appointments and compliance with CMS requirements
- Oversees the implementation of telephonic enrollment capabilities for Medicare and telephonic and web based enrollment opportunities associated with the Insurance Market Place
- Coordinates with Sales Directors and State Plan personnel on the COB process to develop leads on eligible Medicare enrollees, conduct outbound calls, and book appointments
- Maintains scope of appointment recordings and regularly monitors CMS compliance