



Example of Call Center Sales Job Description

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Our innovative and growing company is hiring for a 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

- Supervises call volume activities to ensure maximum efficiency
- Maintains contact with client and other departments as a customer service liaison and troubleshooter to resolve complex customer service problems
- Develops reports used in monitoring compliance with policies and procedures
- Prepares ad hoc analysis to determine customer service performance
- Takes an active role in projects intended to improve delivery of customer service, company procedures
- Evaluates and trains current and new ISRs on customer service skills and problem solving with patients and HCPs
- Ability to train and assist new ISRs in program, equipment and system use (Salesforce.com, Telecommunications system)
- Leads ISRs in participation of necessary certifications, such as compliance, HIPPA, Safe Harbor
- Actively participates in the interview and hiring process for new ISRs
- Responsible to assure that SLAs are maintained per contract

Qualifications for call center sales

- Develops inside sales incentive plans, in consultation with the AVP Medicare sales
- Oversee and develop training modules that focus on Product Knowledge and Ethics and CMS Compliance

- Provide council to the Sales Leadership team potential modifications to current training material, testing procedures and guidelines, and collaborate with them on strategic planning for future efforts
- Should in key situations serve as the Sales Leadership Team's liaison between other departments
- Ensure that training timelines are established and met for internal and external sales channels each year