



# Example of Telesales Representative Job Description

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Our company is growing rapidly and is looking for a telesales representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for telesales representative

- Identification of buyers and influencers with appropriate strategies to address their needs
  - Serves as resident expert for vaccine-related issues and opportunities within assigned geography and accounts
  - Meet activity targets and key performance indicators which include outbound calls per day, follow up calls, quotes sent, sales, and connects
  - Handle all customers with courtesy and professionalism
  - Develop and execute a comprehensive telesales plan, including cold-calling prospective customers, following up on in-progress customers, and closing sales
  - Follow processes with accuracy and attention to detail such as collecting data, contracts, and moving them through the appropriate channels
  - Solicit prospective and newly acquired clients for referral business in order to generate additional sales leads
  - Quickly establish rapport and then maintain good customer relationships with both internal and external customers by engaging in professional business conduct, providing the best solution for each customer and following through with all parties in a timely manner
  - Transition accounts to the Account Management team after designated time period in a thorough and professional manner to ensure customer service and satisfaction is not diminished
  - Growing new business by qualifying prospective accounts for specific divisions or sales initiatives and market Steiner respectively
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- Ability to handle multiple projects simultaneously and flexibility in changing priorities
- Ability to analyze and interpret facts and make sound decisions based upon this knowledge
- Fluency in English Mandarin is essential
- General business knowledge and an awareness of how external factors (Political, Legal, Economic and Technological, Social) will affect our clients our FX business
- Must be fluent in the language for the region(s) and/or country(s) to be represented
- Fluent in English, capable to verbally communicate with customers and management