

Telemarketing Representative

JOB SUMMARY:

Represents the company with customers and prospects by soliciting orders for merchandise or handling customer questions or complaints over the telephone.

JOB TYPE:

Position could be appropriate for a part-time role, unpaid internship, paid internship or full-time opportunity.

POSSIBLE FUNCTIONS:

1. Develops a list of prospects from resource material or company records.
2. Calls or receives calls from prospective customers, explaining type of service or product offered.
3. Quotes prices, delivery dates, and payment terms and tries to persuade customer/prospect to buy, using knowledge of company products and services.
4. Enters into computer names, addresses, purchases, and comments of prospect solicited.
5. Completes order form, including delivery date and credit information. Confirms with credit department acceptability of the order.
6. At end of shift prepares summary report of activity as required by company telemarketing operations manual, and E-mails report to corporate Telemarketing Operations.

SUGGESTED EDUCATION, EXPERIENCE, AND SKILLS:

1. Education: Two year degree in relevant major
2. Friendly, persuasive telephone manner.
3. Ability to read, write, and understand English well. Proficiency in Spanish a plus.

