

## **Telesales**

As a telesales operator, you'll be working in our call centre, contacting potential customers by telephone. Your job is to book sales appointments for our sales team.

Your working day is spent on the phone making outgoing calls based on a script and updating the database. During each phone call, you're likely to:

Persuade customers to accept a visit from a sales representative.

Gather and document information about the customer.

Enter your notes into a computer, including dates for follow up calls.

The work is fast paced and intense, and you have only a short amount of time to build rapport with customers and explain the features and benefits of the product.

## **Hours and Environment**

Full-time, you'll usually work 37 hours a week, Monday to Friday. Part-time opportunities are widely available.

You'll usually work in an open plan office, with a sectioned workstation containing a computer and telephone headset.

## **Skills and Interests**

To be a telesales operator you'll need:

Excellent communication and listening skills

A polite, confident and friendly manner

Initiative

Confidence using computers

To enjoy working with customers and building relationships.

A positive attitude.

Flexibility and quick thinking.

Perseverance and the ability to respect customers' answers.

Good knowledge about all the company's products and services.

To be well-organised and thorough, even under pressure.

To enjoy working within a target-driven team environment.

To understand and comply with the legislation relating to direct marketing