

# Call Center Sales Representative Job Description

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- Receive inbound calls from customers to interact with them and identify their needs or issues
- Provide telecommunication solutions and recommendations to customers via telephone calls
- Follow set communication guidelines in addressing the needs and problems faced by customers
- Build positive work relationship with customers to enhance the image and public perception of a company
- Place outbound calls to customers to promote new products and services
- Oversee the timely management of outgoing and incoming calls
- Ensure call records are properly stored and organized in a call center database
- Maintain a courteous and friendly disposition when interacting with customers irrespective of their temperament
- Ensure daily shift call quotas and set targets are achieved
- Conduct research to identify solutions and answers to difficult client issues
- Follow set procedures to ensure equipment and devices are operational
- Provide periodic reports to company management on work activities
- Oversee the processing and implementation of orders, applications and forms submitted by customers
- Monitor trends in customer calls and alerts management in event of any suspicious activity
- Upsell products and services to customers when providing telecommunication solutions
- Sit at a workstation for long hours to interact with customers using a computer and a headset.