

# Telesales Team Leader Job Description

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- Facilitate direct sales by instructing team members to inform existing customers about new arrivals in the company and encouraging them to make sales
- Inform customers about all products in the company, their uses and benefits
- Take orders made by customers and ensure that they are successfully delivered to them in due time
- Follow up sales delivery to customers and inquire about their user experience of goods purchased, making use of their feedback in rating customer satisfaction
- Ensure proper documentation in the information system in due time and check through them for accuracy
- Interact closely with other team members in the course of work to ensure that everyone is carried along and updated on work progress in order to achieve maximum results
- Ensure that customers are treated cordially and are held in high esteem in order to make them patronize the company continuously
- Create good relationship with team members and motivate them to put in their best to work in order to achieve maximum results
- Evaluate sales records periodically to make balances and ensure that sales figures tally with number of goods sold
- Coach team members on the best ways to carry out their duties by transferring expert knowledge to them to boost their skills.