

# Telesales Representative Job Description Template

We are looking for a well-spoken Telesales Representative to be responsible for following generated leads and producing sales over the phone. The Telesales Representatives responsibilities include contacting potential customers, focus on customer needs and use them to close sales, documenting customer information and purchases and answer questions asked by potential customers. A successful Telesales Representative will have excellent communication skills as well as strong sales skills. You should be meticulous in keeping records and able to independently handle all aspects of making a sale.

## Key Responsibilities:

- Pitch products and initiate sales with potential customers over the phone
- Ask engaging questions customers to keep conversations going
- Listen to the customers' needs and inform them of relevant products
- Create lasting relationships with customers and use them to generate repeat sales
- Gather and document customer information, payment methods and purchases
- Keep up to date on all sold products and packages
- Informing existing customers of new products
- Answer customer questions regarding products
- Meet sales targets

## Personal Specification:

- Previous experience in telesales positions
- Excellent verbal and written communication skills
- Creative thinking skills
- Strong sales skills
- Working knowledge of relevant computer software
- Excellent interpersonal skills
- Strong problem solving skills
- Well Spoken