



Job Details

Designation : Call Centre Manager (Outbound Sales)

Location : New Delhi- Jasola District Centre and Manesar

Company Website : www.tlcgroup.com

Key Responsibilities

1. Plan and execute strategies to increase lead generation, sales using innovative means, database analytics and team management and monitoring.
2. Plan and test databases to ensure Tele Sales team has good database at all the times.
3. Setting and Meeting sales performance targets.
4. Ensure tele sales team is adequately trained on software & processes and the same are followed diligently, including DNC rules without fail.
5. Monitor and train the team.
6. Supervising Tele calling to persuading customers to become Members as per approved scripts and objections. Monitoring random calls to improve quality minimize errors and track operative performance. At 25% of all Sales must be closed by this Position.

Desired Skills

1. 6 - 10 years of experience in outbound sales in the BPO industry.
2. Self-motivated individual who is good with DND guidelines, database management, basic analytics and reporting
3. Excellent communication and presentation skills lead Call Centre for luxury hotel companies.