



## **JOB DESCRIPTION**

### ***Employment & Beyond***

Telemarketing jobs involve promoting a wide variety of products & services either via direct selling or through information gathering. The job duties may vary from industry to industry but these are core responsibilities, activities & skills apply to the majority of telemarketing job.

#### **General purpose**

Contact businesses & individuals by telephone in order to promote products & sell services, gather information's & verify details.

We are looking for a well versed Bengali speaking Client Relationship Executive to be responsible for soliciting product marketing over the telephone. The Client Relationship Executive's responsibilities include contacting potential customer's reading from a prescribed script, focusing on customer needs to close sales, & documenting customer information & rejections.

#### **Roles & responsibilities are as follows :**

- Marketing of the product & generating customer details on daily basis is mandatory.
- Explain the product or service to potential customers.
- Contact customers to follow up on initial interaction.
- Handle customer questions.
- Schedule appointments for sales staff to meet prospective clients.
- Answering questions to engage customers & keep the conversation going.
- Keeping up to date on all products & informing customers of new products.
- Answering customer's questions on the products.
- Meeting sales quotas to qualify for the incentive.

**Required skills :**

- Excellent communication skills.
- Creative thinking skills.
- The patience & ability to engage clients in conversation.
- Excellent interpersonal & problem solving skills.
- Adaptability, initiative, resilient, negotiation, stress tolerance, high energy level.
- Self motivation.
- Tenacious.

**Criteria :**

- Bengali speaking candidates are welcome.
- Age : 18 to 30 years
- Qualification : HS & above.
- Gender : Male & female both. (for Park Street – only female).

**Salary :**

- 8k to 10k + incentive.
- Other benefits of spot & weekly incentives.

**Office timing :** Morning 10 am to evening 7 pm straight. Monday to Saturday open.