



JOB DESCRIPTION

Employment & Beyond

Number of requirement : 50 members (both male & female) but female preferred.

(We are emphasizing on quality not quantity)

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.

Job title: "Client Relationship Executive" (Corporate Marketing Team Member)

Job Role: Handle the concerns of the people who buy their company's products or services. They work to rectify issues experienced by individual customers as well as aim to improve the organization's overall customer satisfaction ratings.

Process: Lead Generation. (4-5 leads on daily basis)

Roles & responsibilities are as follows:

- Build relationships among customers.
- Cold-calling. (200- 250 calls per day).
- Understand the clients need, financial condition & liabilities.
- Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate

- Help sales team up-sell or cross-sell services and products
- Be target oriented & generate revenue for the organization.

Required skills:

Relationship-Building skills, Personal Network development, Friendliness, Knowledge of your product service, decision making, effective communication, patience, timeliness, conflict resolution, attentiveness, active-listening, adaptability & confidence.

Criteria:

- Bengali speaking candidates are welcome.
- Age : 18 to 30 years
- Qualification: HS & above.
- Clear voice, presence of mind & presentable.

Salary:

- 8k to 12k + incentive. (Bank transfer)
- Other benefits of spot, weekly & monthly incentives, referral bonus.
- Appraisals will take place every interval 6 months.

Office timing:

Morning 10:30 am to evening 6:30 pm. Monday to Saturday we are open. Sunday fixed off.

Holidays: As per notional instrument act.

Mercury Advisors Pvt. Ltd.

55B, Mirza Gallib Street, 3rd floor, Saberwal House, Park Street,
Kolkata – 700 016.

Niloy Dhole – (M) +91 62914 19574

(Sr. Recruitment Executive)

saikatsaha@mercuryinsurance.in

“Difference between Dream & Aim – dream requires effortless sleep & aim requires sleepless efforts.”