

EPPC Albania on behalf of its client, is currently recruiting a **TeleSales Manager**.

Major responsibilities:

- Being a liaison between commercial and customer experience departments;
- Meeting with commercial and customer experience managers to discuss telesales strategies;
- Manage a centralized team of telesales, to target specific customer pools with specific scripts and incentives;
- Training telesales staff;
- Writing sales scripts and customer answer sheets;
- Implementing sales strategies;
- Providing instant feedback for the data provided;
- Monitoring the performance of the sales team;
- Setting weekly and monthly sales targets;
- Handling escalated customer complaints;
- Compiling and presenting sales reports.

Requirements for this position are:

- Bachelor's degree in marketing, human services or similar field;
- Previous experience working as a telesales manager;
- Experience in telesales preferred;
- Strong managerial and sales skills;
- Ability to multitask;
- Good verbal and written communication skills;
- Ability to work well under pressure;
- Ability to write and present reports;
- Strong organizational skills.

How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted only if your CV will be qualified.