

Job description

Name of job:	Team Leader Telesales
Department:	Telesales
Position:	Reports directly to Channel Manager Telesales
Objective of the job:	Support and stimulate agents in selling products to customers by coaching agents based on current performance and by leveraging learning's within team
Tasks & Responsibilities:	<ul style="list-style-type: none"> ▪ Maximize sales opportunities by optimizing answered call ratio, coaching of agents and leverage learning's within inbound channel ▪ Make planning on how to reach team target in cooperation with other team leaders, channel managers and performance analysts ▪ Explain and allocate targets to agents ▪ Manage your team regarding attendance with view to increasing retention ▪ Provide call monitoring and feedback as part of coaching for development of each agent ▪ Coach and train agents to maximise agent performance on value of products sold ▪ Signify underperforming agents and make plan to improve results and/or set out performance improvement plans
Performance indicators:	<p>Performance of team managers will be measured from a:</p> <ul style="list-style-type: none"> ▪ Financial perspective, with performance indicators such as products sold per call answered for team ▪ Customer perspective, with performance indicators such as pre installed churn on products for team ▪ Learn perspective, with performance indicators such as ability to analyze own and agent performance ▪ Internal processes perspective, with performance indicators such as initiatives to leverage team knowledge and skills within Telesales <p>Actual performance indicators team leaders will be managed on are part of review form</p>
Knowledge and experience required:	<ul style="list-style-type: none"> ▪ Pro-active leader with the ability to motivate and lead a team ▪ Ability to coach and develop teams sales skills ▪ Professional demeanour with excellent verbal and written communication skills ▪ Attention to accuracy and detail ▪ Good understanding and ability to meet high sales and service targets ▪ Flexible as the team will work between the hours of 9am and 9pm, Monday to Saturday ▪ Hands on working with a CRM (e.g. Clarify) and computer literate in Microsoft Office packages
Salary	<ul style="list-style-type: none"> ▪ Salary is partially fixed and partially based on commissions