

**Title:** FL Telemarketing Sales/Retention Agent

**Department:** Sales – Call Center

**Reports to:** Call Center Floor Supervisors

**Job Description:** Telemarketing Sales/Retention Agents will make outbound calls to former existing business relationship & potential customers to share information about our company and explain how our products and services may benefit them. This position's ultimate goal will be to cultivate new clients for our products by answering their questions and providing excellent customer service. This is a fast-paced environment, so people in this position must be motivated self-starters who can maintain a professional demeanor while speaking to different kinds of customers.

**Essential Duties & Responsibilities:**

- Make outbound calls to potential customers
- Actively maintain high customer contact through diligent outbound calling
- Share information about our products and services by following approved sales scripts
- Answer potential customer questions and follow-up call questions
- Follow up with customers to attain required account information
- Combat customer objections with clear presentations and effective negotiation skills
- For existing or returning customers research account status and identify past account issues
- Provide price quotes to prospective customers
- Close sales and lead customer through the verification process
- Meet quotas for respective sales campaigns
- Adhere to all state and regulatory requirements and company policies associated with the role.
- Perform other duties as assigned

**Required Skill/Experience:**

- Professionalism
- Dependability
- Excellent communication skills
- Multi-tasking
- Expert product/service and job knowledge
- Organized
- Ability to build rapport with people