

**JOB DESCRIPTION FOR THE POSITION OF TELE - CALLER**

Role: Telecaller

Industry Type: BFSI

Department: [Collection](https://www.naukri.com/sales-business-development-jobs)

**Roles of Telecaller**

* Making Outbound calls: Telecallers are responsible for making outbound calls to potential customers based on leads provided by the clients.
* Customer Service: Telecallers interact with customers in a professional, friendly manner, addressing their concerns and solutions to their questions or concerns.
* Recording and Documentation: They maintain detailed documentation of customer interactions, including call logs, feedback, complaints, inquiries, and other relevant details for future reference.
* Attaining Targets: Telecallers aim to achieve specific sales goals or key performance indicators (KPIs) through efficient sales and communication methods.

**Responsibilities**

* Making Outbound Calls: Make outbound calls to prospective customers to advertise the company’s services.
* Understanding Customer Needs: Listen attentively to customers’ concerns or queries and provide appropriate solutions or support based on their needs.
* Maintaining Call Record: Document all customer interactions accurately in the CRM system, including call details, queries, responses, complaints, and resolutions provided.
* Setting Sales Goals: Aim to achieve individual and team sales goals by effectively promoting and persuading customers to get the collection amount/EMI.
* Resolution of Customer Complaints: Resolve customer complaints or escalations quickly and professionally, focusing on satisfactory resolution while maintaining customer satisfaction levels.
* Build Rapport: Maintain positive relationships with customers by providing engaging and friendly communication to ensure a positive customer experience.
* Conforming to Compliance Standards: Comply with all regulatory and legal guidelines for telecalling, including privacy laws and lawful telemarketing practices, to ensure lawful and ethical methods.

**Skills :-**

* Excellent verbal communication skills.
* Ability to persuade and influence others.
* Patience and resilience in handling customer inquiries or complaints.
* Good listening skills and empathy towards customers’ needs.
* Basic computer skills for data entry and maintaining records.
* Ability to work in a fast-paced environment and handle pressure.
* Prior experience in customer service or sales is preferred.

Education

Intermediate/ Graduate

Salary :

As per Industry Standard

Qualification:Intermediate (10+2) & Above