

Job Description: Outbound sales consultant - Financial Services

City: Cape Town CBD

Published Date: 25th July, 2013

Email: gwitbooi@sa-commercial.co.za

Job Title: Customer Service Consultant / Sales

Main Goals / Objectives

1. Achieves sales and call targets in line with company objectives
2. Provide excellent friendly, efficient and consistent customer service to ensure service quality in dealing with customers at all times
3. Maintain product knowledge at all times to ensure consistent customer satisfaction

Reporting Line: Reports to – Team Leader / Operations Manager

Knowledge / Experience Requirements

Technical Competencies

1. Passed Matric / Grade 12 – Tertiary education a must
2. Advanced Computer literacy skills in Microsoft Office Tools in particular Excel.
3. Excellent understanding of Company products and services
4. Experience and knowledge of the Call Centre Industry would be advantageous
5. Excellent understanding of basic business principles.

Personal Competencies

1. Excellent Communication skills, particularly an ability to write in both English and Afrikaans,
2. Ability to communicate in one of more of the other official South African languages is an advantage.
3. Verbal communication skills in a third South African language would be advantageous
4. Well organized and able to work under pressure

5. An ability to coach and mentor fellow employees in improvement
6. Zero error philosophy (aim to get things right first time every time)
7. Excellent problem solving and decision making ability

Tasks / Functions

Quality Assurance

1. Performing quality checks on own work, Identifying and reporting of problem areas and trends
2. Adheres to service quality standards at all times.
3. Proactively manages productivity and efficiency

Performance Results

1. Provides a direct service to customers and intermediaries
2. Delivers on daily production targets and standards
3. Completes and updates all administrative requirements in accordance with all customer and quality requirements.
4. Completing scorecards on a daily basis across all relevant campaigns in the business
5. Adhering to all company personnel and contact centre policies and procedures.
6. Processes all calls with a pleasant, expressive voice, using proper telephone etiquette, in a professional and business like yet conversational manner
7. Controls each call by leading the caller through the script in a manner that the agent gains information needed in an efficient, professional, and business like manner
8. Uses on screen prompts to ask for the information required in an appropriate and timely manner.
9. Prioritise and manage tasks to ensure that they are completed within set time frames and that responsibilities are carried out in an efficient manner.
10. Special projects may be assigned and require the ability to handle these assignments in a timely and complete manner.
11. Strive for continuous improvement on both a personal level and for the client and the Company.

Management Results

1. Sets milestones to ensure things happen as planned
2. Utilises resources to achieve results
3. Improves work / systems to drive results and growth
4. Regularly reviews your own performance against targets

Leadership Results

1. Understands, accepts and can explain Company Vision and values
2. Seeks opportunities for Growth and Development

3. Leads by setting a personal example of excellence
4. Demands discipline of self & others to raise standards
5. Demonstrates awareness of own impact on others
6. Seeks opportunities for continuous improvements

Ready to work with one of SA's Leading Outsourced Contact Centre's, then email us gwitbooi@sa-commercial.co.za