

Position Title:	Telemarketer	Name:	
Reports to:		Location:	
Start Date:		Department:	
Primary Purpose of Position:			
The primary purpose of this role is to contact businesses or private individuals by telephone in order to solicit sales for goods or services.			

Key Responsibilities & Duties:

Major Responsibilities include but are not limited to:

1. Major Accountabilities

(Generic Responsibilities)

- Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation
- Explain products or services and prices, and answer questions from customers
- Obtain customer information such as name, address, and payment method, and enter orders into computers
- Record names, addresses, purchases and reactions of prospects contacted
- Adjust sales scripts to better target the needs and interests of specific individuals
- Answer telephone calls from potential customers who have been solicited through advertisements
- Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts
- Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations
- Conduct client market surveys in order to obtain information about potential customers
- Ensure all activities are conducted in accordance with all OHS requirements
- Follow company's policies and procedures at all times

2. General:

- Meet attendance requirements
- Work without constant supervision
- Be effective in meeting deadlines
- Produce accurate and quality work
- Achieve improved business performance
- Meet all requires of employment contract
- Implement company policies as required

3. Working Relationships

Internally this position works with:

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Externally key working relationships are with:

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Key Competencies
<ul style="list-style-type: none">• Active listening skills• Excellent communication skills• Time management skills• Excellent customer service

Agreement
I have read this Position Description and confirm that: <ul style="list-style-type: none">• I fully understand the content and agree that it forms the basis of my employment at UBT• I understand that the company may change the Position Description from time to time to suit the needs of the business
Signed Employee.....Date:.....
Signed Manager:.....Date:.....