



Call Center Representative – Outbound

Job Description

The Call Center Representative will use a prepared selling script to interact by phone with outside parties, in order to schedule appointments, solicit orders for goods or services, collect information, or conduct follow-up.

Duties include but are not limited to the following

- Place outbound phone calls using pre-established call lists
- Contact businesses or private individuals by phone
- Deliver prepared sales scripts to persuade potential customers to purchase a product or service
- Describe products and services
- Respond to questions
- Obtain customer information
- Obtain possible customer leads
- Data entry and maintenance of customer/potential customer databases
- Follow up on initial contacts
- Maintain records of telephonic interactions, orders and accounts

Knowledge, Skills, and Abilities

- Pleasant speaking voice with excellent telephone etiquette
- Proficient with MS Outlook, Excel, Word, and the internet
- Knowledge of customer service principles and practices
- Ability to work independently with minimal supervision
- Must be available between 8:30 am and 5:30 pm Monday-Friday
- Listening skills
- Keyboard skills

Education and Experience

- High school diploma or equivalent required, Bachelor's degree preferred
- At least one year of work related experience required
- Knowledge of sales principles and methods a plus

Compensation and Benefits

- \$11.00 – \$14.50 hourly plus commission potential
- Group Health, vision, and dental insurance plan with employer contribution
- 401(k) savings plan with employer match
- Paid time off and an awesome working environment!