

## **Inbound Call Center Sales**

**Job Description** The Call Center Sales Representative enjoys and thrives on the competitive nature of the sale while building customer loyalty by providing excellent customer service, and demonstrating integrity and professionalism in a team-structured environment.

**Scope and Responsibilities** Our Sales Representatives must have the ability AND desire to have engaging and meaningful conversations with the potential customers who call us. This is a customer service and results driven role with quality and productivity standards focused on commitment to customer service, building strong relationships, and being trusted experts in our industry. It is understood that when potential customers call us they expect the best possible service and our full attentiveness; nothing less. To make sure we have every opportunity to be successful our sales representatives are formally trained in sales techniques and the products we sell to ensure a great customer experience. It is our mission and goal to close every sale before the call ends, and make a customer for life by taking ownership of customer calls and utilizing critical thinking skills to overcome customer concerns and objections in a professional manner.

### **Personal Attributes**

- The drive to Exceed Expectations
- Engaging Personality
- Strong presentation skills
- Ability to influence others in a positive manner
- Attention to detail
- Team-player attitude
- Strong Communication skills, written and verbal
- Strong listening skills
- Uncompromising integrity
- Ability to interact with a wide variety of individuals, both internal and external, positively and effectively

**Requirements:**

- Minimum of 2 years sales experience in a primarily inbound Call Center environment where generating revenue by closing sales opportunities is a key objective
- Customer service focus and ability to resolve issues and problems.
- Working knowledge of business computer systems and related software
- Demonstrated customer-service or retail sales experience
- Automotive tire and service experience a major plus
- Degree and or professional sales training preferred