

## **Inbound Call Center Sales/Team Lead**

**Job Description** The Call Center Sales/Team Leader enjoys and thrives on the competitive nature of the sale while functioning as a front-line senior sales agent. In addition, builds customer loyalty by providing excellent customer service through the coaching and development of call center sales agents. Additional challenges include process improvement, monitoring and managing staff performance, communicating openly and frequently, demonstrating integrity, and leading by example.

**Scope and Responsibilities** Planning, organizing, directing and controlling the activities of a volume-driven, retail store support call center. Lead, manage and oversee the daily operations of the call center; responsible for customer care, sales goals and high closure rate of sales opportunities. Develop strategies and tactics to ensure the call center reaches objectives. Drive increased sales through an increased focus on sales, sales process improvement and sales motivation. Develop call center/customer care policies and procedures that maximize productivity and profitability. Ensure accurate and timely sales support for retail stores. Supports and communicates business goals, quality standards, processes, procedures, and policies.

### **Personal Attributes**

- Obvious Leadership capabilities
- Sales leadership skills
- Strong presentation skills
- Ability to motivate and cultivate the respect of others
- Ability to influence others in a positive manner
- Accepts ownership and accountability for business decisions
- 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
- Possesses strong, independent judgment skills, as well as the ability to make effective decisions quickly

**Requirements:**

- Minimum of 5 years sales and management experience in a primarily inbound Call Center environment where generating revenue by closing sales opportunities is a key objective
- Demonstrated track record of team building in a fast-paced call center sales environment
- Strong Analytical and mathematical skills
- Ability to lead people to accomplish objectives without creating hostility in the workplace
- Working knowledge of business computer systems and related software
- Automotive tire and service experience a major plus
- Bachelors degree is preferred