



Outbound Call Center

General Purpose

Interact by phone with outside parties to solicit orders for goods or services, make appointments, collect information or conduct follow-up contact calls.

Main Job Tasks and Responsibilities

- 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 data bases
- follow up on initial contacts
- maintain records of telephonic interactions, orders and accounts

Education and Experience

- proficient in relevant computer applications
- good keyboard skills
- knowledge of sales principles and methods
- knowledge of customer service principles and practices
- sales experience
- six months or more experience in a call center environment