



Client Engagement Specialist I

SUMMARY & OBJECTIVE

The primary purpose of this role is to perform outbound telesales. The ideal candidate is patient and cool-tempered.

PRIMARY FUNCTIONS

- Cold calling clients to deliver prepared sales talks or campaign messages that describe products or services and establish relationships and move the sales process forward
- Using Customer Relationship Management (CRM) software to administer work and report on progress
- Answering customer information about products
- Maintaining engagement with canceled clients
- Maintaining records of customer contacts and district statistics
- Ask pertinent questions to understand the customer's requirements
- Go the "extra mile" to meet call/contact quotas and facilitate future sales
- Keep records of calls, sales leads and record useful information

EDUCATION REQUIREMENTS & QUALIFICATIONS

- High school diploma; BS/BA is a plus
- Relevant experience not required but preferred
- Working knowledge of and/or ability to learn relevant computer programs (e.g. CRM software, MS Office products) and telephone systems
- Proficient in English

KNOWLEDGE, SKILLS, & ABILITIES

- Persistence
- Ability to handle stressful situations
- Strong time management skills and capable of working independently
- Excellent communication skills
- Patient and able to handle customer rejection
- Impeccable integrity and honesty
- Highly motivated and driven to succeed