

<b>JOB TITLE</b>		<b>TELESALES ASSOCIATE</b>	
<b>JOB OBJECTIVES:</b>			
<ul style="list-style-type: none"> <li>o Implement strategies for the achievement of the company's virtual/online sales targets from time to time</li> </ul>			
<b>DEPT/DIVISION:</b>		<b>REPORTS TO:</b>	<b>SUPERVISES:</b>
Customer Experience & Corporate Communications		Team Lead, TeleSales	<ul style="list-style-type: none"> <li>o N/A</li> </ul>
<b>RELATIONSHIPS:</b>			<b>GRADE:</b>
Customers			
<b>JOB RESPONSIBILITIES:</b>			<b>KEY PERFORMANCE INDICATORS:</b>
<b>1. Sales</b> <ul style="list-style-type: none"> <li>o Contact businesses and private individuals by telephone to promote products, services and/or charitable causes.</li> <li>o Solicit orders for goods and services over the telephone.</li> <li>o Explain the product or service to potential customers and provide pricing details.</li> <li>o Deliver scripted sales pitch to the customer and adjust pitch to meet needs of specific individuals.</li> <li>o Handle customer questions.</li> <li>o Obtain relevant customer information as relates to the service offering and input into the loan management system.</li> <li>o Receive orders over the telephone.</li> <li>o Record customer details and details of transaction.</li> <li>o Schedule appointments for dispatch riders to meet prospective customers at their place of primary assignment.</li> <li>o Conduct customer and marketing surveys.</li> <li>o Answer telephone calls from potential customers who are responding to advertisements.</li> <li>o Contact customers to follow up on initial interaction.</li> <li>o Meet the sales target set within the given deadline.</li> </ul>			<ul style="list-style-type: none"> <li>o Risk Assets (N'M)</li> <li>o New-to-Bank ratio</li> <li>o Lead Generation</li> <li>o Conversion rate</li> <li>o Average Talk Time</li> <li>o Average Hold Time</li> <li>o Abandonment Rate</li> <li>o Calls Handled (Outgoing and Inbound)</li> <li>o First Contact Resolution Rate</li> <li>o Total calls per Quarter</li> <li>o Growth in active customers</li> <li>o Customer Satisfaction Index</li> <li>o ENPS</li> </ul>
<b>COMPETENCE REQUIREMENTS</b>			<b>APPLICATIONS &amp; TECHNOLOGY</b>
<b>FUNCTIONAL</b> <ul style="list-style-type: none"> <li>o Database Management</li> <li>o Good Knowledge of Technology (lending applications)</li> <li>o Results Orientation</li> <li>o Initiative</li> <li>o In-depth Knowledge of Consumer Lending</li> <li>o Emotional Intelligence</li> <li>o Product and process knowledge</li> <li>o</li> </ul>		<b>BEHAVIORAL</b> <ul style="list-style-type: none"> <li>o Relationship Management (including collaboration &amp; teamwork)</li> <li>o Effective Communication Skills</li> <li>o Persuasion</li> <li>o Time Management</li> <li>o Continuous Learning &amp; Improvement</li> <li>o Self-Assured, Confident and Assertive</li> <li>o Resilience</li> <li>o Empathy</li> <li>o Networking</li> <li>o Effective Listening</li> <li>o Friendly</li> <li>o Persuasion</li> <li>o Calm under pressure</li> <li>o Initiative</li> </ul>	<ul style="list-style-type: none"> <li>o Microsoft Word, Excel and PowerPoint</li> <li>o Mambu</li> <li>o Mosulend</li> </ul>
			<b>WORK CONDITIONS</b>
			<ul style="list-style-type: none"> <li>o A typical work environment in financial services.</li> <li>o Requires periodic travel to branch locations across the country.</li> </ul>
<b>JOB SPECIFICATION</b>			
<b>Educational Qualification</b>		<ul style="list-style-type: none"> <li>o A first degree is required</li> </ul>	
<b>Professional Qualification</b>		<ul style="list-style-type: none"> <li>o N/A</li> </ul>	
<b>Desired Experience/ Knowledge</b>		<ul style="list-style-type: none"> <li>o At least 1 - 4 years' experience in a similar role within the Financial services industry.</li> <li>o Knowledge of research tools and access to market research</li> </ul>	