

United Arab Emirates Jobs Expertini®

Call Monitoring Officer (Outsource) United Arab Emirates Posted on 10/18/2023

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Company: Abu Dhabi Islamic Bank PJSC

Location: , , United Arab Emirates

Category: other-general

Role : Call Monitoring Officer **Location** : Jafza / Dubai **Role Purpose:** Objective is to provide essential support to the sales team and facilitate the smooth functioning of sales. As Call Monitoring Officer the purpose is to ensure the quality and effectiveness of customer interactions through systematic call monitoring and evaluation. This role involves closely observing and analyzing calls, streamline administrative tasks, coordinate sales activities. In addition, this role requires efficiently handling sales-related documentation, maintaining sales databases, where it contributes to enhancing the overall productivity and effectiveness of the sales team. Your attention to detail, strong organizational skills, and proactive approach plays a vital role in ensuring the successful execution of sales initiatives, optimizing customer interactions, and contributing to the achievement of sales targets and business objectives. **Key Metrics:**

- **Monitor calls:** Listen to recorded or live calls to assess the quality, adherence to protocols and compliance with policies
- **Sales Support Response Time:** Measure the average time taken to respond to sales team inquiries and support requests promptly.
- **Lead Generation and Conversion:** Track the number of leads generated and their conversion rate into actual sales opportunities.
- **Sales Database Accuracy:** Assess the accuracy and completeness of sales data in the database to ensure reliable information for analysis and decision-making.
- **Sales Support Task Completion Rate:** Measure the percentage of sales support tasks, completed within the agreed timelines.
- **Sales Pipeline Tracking:** Assess the progress of sales opportunities through the sales pipeline, from initial contact to closure.
- **Customer Satisfaction:** Gather feedback from customers regarding the sales

coordinator's support and communication to ensure a positive customer

experience. • Sales Team Satisfaction: Collect feedback from the sales team on the

effectiveness and timeliness of sales coordinator support. • Sales Data Analysis: Evaluate

the ability to analyze sales data and provide valuable insights to the sales team. • Sales

Documentation Accuracy: Assess the accuracy and completeness of sales-related

documentation, such as contracts, proposals, and reports. • Goal Achievement: Monitor the

contribution of the sales coordinator in achieving sales targets and objectives set by the

sales team and management. Key Accountabilities of the role:

• Sales Support: Provide essential administrative support to the sales team, including

handling inquiries, preparing quotes, and assisting with sales presentations. • Sales Data

Management: Accurately maintain and update customer and sales data in the banking

system to ensure reliable and up-to-date information for analysis and decision-making. • Sales

Documentation: Prepare and maintain sales-related documentation, such as contracts,

proposals, and reports. • Lead Management: Assist in lead generation, tracking, and follow-

up to facilitate the sales team's efforts in converting leads into opportunities. • Sales

Reporting: Prepare regular sales reports, analyzing key metrics and providing insights to

support sales forecasting and planning. • Customer Interaction: Interact with customers

professionally and courteously, addressing their inquiries and ensuring a positive customer

experience. • Sales Pipeline Tracking: Monitor and update the progress of sales

opportunities in the sales pipeline, providing status updates to the sales team. • Sales

Team Collaboration: Collaborate effectively with the sales team, marketing, and other

departments to ensure seamless communication and coordination. • Sales Training Support:

Provide support during sales training sessions, ensuring materials are prepared and logistics

are arranged. • Continuous Improvement: Continuously seek opportunities to improve

processes, enhance efficiency, and contribute to the overall success of the sales

department.

Specialist Skills / Technical Knowledge Required for this role:

1. Sales Support and Coordination: Proficiency in providing administrative support to the sales team, coordinating sales activities, and ensuring seamless communication within the team.

2. Data Analysis: Ability to analyze sales data, key metrics, and performance indicators to derive insights and support decision-making.

3. Sales Documentation: Knowledge of preparing and maintaining sales-related documentation, such as contracts, proposals, and sales reports.

4. Communication Skills: Excellent verbal and written

communication skills to interact with customers, sales team members, and other stakeholders professionally and effectively.5. Lead Management: Understanding of lead generation and management processes to assist in tracking and following up on potential sales opportunities.6. Time Management: Efficient time management skills to prioritize tasks, meet deadlines, and handle multiple responsibilities effectively.7. Customer Service: Strong customer service skills to address customer inquiries and ensure a positive customer experience.8. Sales Reporting: Ability to prepare clear and concise sales reports, analyzing data and providing insights to support sales forecasting and planning.9. Collaboration: Effective collaboration and teamwork skills to work harmoniously with the sales team, marketing, and other departments.10. Continuous Learning: Willingness to stay updated with industry trends, sales techniques, and technological advancements to enhance sales coordination practices.

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