

United Arab Emirates Jobs Expertini®

Team Manager – Inside Sales | dubizzle Dubai

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Location: dubai

Category: other-general

Team Manager – Inside Sales | dubizzle Dubai

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As a Team Manager – Inside Sales, you will be responsible to train, mentor and lead a team of Telesales Executives and Coordinators engaged in selling the product over the call along with monthly client visits.

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In This Role, You Will

Train, Mentor, and lead sales team;

Meet or exceed the team's productivity with 100% accuracy;

Meet SLA of the volumes, customer service and number of clients converted;

Develop talent within the team by providing guidance, ongoing feedback, coaching and development opportunities, enabling team members to achieve set targets;

Provide encouragement to team members, including communicating team goals and identifying areas for new training or skill checks;

Assist management with hiring processes and new team member training;

Answer team member questions, help with team member problems, and oversee team member work for quality and guideline compliance;

Communicate deadlines and sales goals to team members;

Develop strategies to promote team member adherence to company regulations and performance goals;

Conduct team meetings to update members on best practices and continuing expectations;
Generate and share comprehensive and detailed reports about team performance, mission-related objectives, and deadlines;

Provide quality customer service, including interacting with customers, answering customer inquiries, effectively handling customer complaints and occasionally visiting customers.

Requirements

A minimum of secondary education

Bachelor's degree preferred

4+ years of experience with Telesales

2+ years managing teams of telesales executives.

Familiar with Zendesk, CRMs' (Salesforce a plus)

Excellent communication skills

Analytical mind and problem-solving aptitude

Strong organisational skills

Leadership skills

Result orientated with problem solving skills to resolve challenges through creative and flexible options in line with the company's overall targets.

Ability to listen and communicate well with the team while providing open and honest feedback

Don't miss out on this exciting opportunity – apply now at dubaiofferz.com#J-18808-Ljbfrr

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