



भारतीय प्रबंध संस्थान बेंगलूर
INDIAN INSTITUTE OF MANAGEMENT
BANGALORE

Indian Institute of Management Bangalore invites applications for the position of **Telemarketing Executive**. It is a full-time contractual position.

Job Description

The role will be to work with a database of clients that are a mixture of existing, dormant and new contacts and get involved in all aspects of the sales process including building and maintaining your own business pipeline selling Executive Education programmes (EEP). **Minimum Qualifications:**

Responsibilities:

- Deliver prepared sales talks, reading from scripts that describe Executive Education Programmes (EEP), in order to persuade potential customers to enroll for a programme.
- Contact businesses or private individuals by telephone in order to solicit sales
- Explain EEP calendar and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Record names, addresses, purchases, and reactions of prospects contacted.
- Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations.
- Adjust sales scripts to better target the needs and interests of specific individuals.
- Answer telephone calls from potential customers who have been solicited through advertisements.
- Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
- Maintain records of contacts, accounts, and orders.
- Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations.
- Conduct client or market surveys in order to obtain information about potential customers.

Candidate Requirements:

- Outbound calling or customer service experience
- Excellent communication skills and strong telephone manner
- Proven track record in a sales environment
- Good attention to detail
- Computer literate and experience in database navigation
- Knowledge of the Executive Education or Training industry an advantage

- Ability to write detailed follow up notes for business reporting
- Mature attitude with a capability to discuss business issues
- Confident and self-motivated
- Friendly personality and team player

To apply, send a cover letter, CV and samples of work, with the names and contact details of three references, to hr@iimb.ernet.in or by post to Chief Human Resources Officer, Indian Institute of Management Bangalore, Bannerghatta Road, Bangalore – 560076. Contact: +91-80-26993279.

The closing date for applications is 25 September 2013.