## Call Center Agent / Appointment Setter

This position requires excellent communication skills, a positive attitude and the ability to multi-task. Successful candidates must be able to get past receptionist 'gatekeepers' and be able to speak comfortably to business owners, human resource managers or other decision makers.

Prior experience in telemarketing, sales, or customer service is preferred, but we are willing to train an entry level candidate with an outstanding personality and potential.

**Position Summary:**

The Call Center / Appointment Setter is responsible for making a high volume of outbound calls on a daily basis to businesses in a variety of industries, typing notes of calls and activities and updating information in a proprietary customer database. This person is responsible for acquiring knowledge capital about assigned accounts, generating interest on behalf of our clients, following-up with contacts they make, and setting new appointments for our clients’ field representatives.

**Principle Duties and Responsibilities:**

* Call potential businesses on behalf of our clients, you will be making calls for the entirety of your shift.
* Promote client services and execute sales and marketing techniques per our training guidelines.
* Diligently and correctly update contact information and notes in a database
* Accurately gather and enter email and contact information.
* Qualify and set appointments for field representatives which meet our client requirements.
* Meet daily, weekly and monthly activity minimums for dials, information gathering and appointments.
* Uphold the highest levels of professionalism and ethical conduct.
* Complete accounts as scheduled, stay on task and focused.

**Job Requirements:**

* Bright, energetic and detail-oriented.
* Ability to take direction and follow company processes and procedures.
* Excellent verbal and written communications skills (emphasis on grammar and punctuation).
* Professional attitude and polished telephone communication skills.
* Must have strong customer service and listening skills.
* Must always represent our clients in a professional and positive way.
* Must be computer literate using common applications, including Word, Excel and email.
* Must know how to navigate and do research on the internet.
* Proof of typing proficiency may be required.
* Previous telemarketing experience in appointment setting, collections, or outbound customer service preferred.
* Businesses to business sales experience a plus.