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JOB DESCRIPTION

Job Title: Telemarketer
Reports to: Office Manager

JOB PURPOSE:

Promote products from both potential and existing customers and process orders from Company Sales Associates and Area Sales Manager.

MAIN DUTIES AND RESPONSIBILITIES:

1. Assist customers professionally aiming to influence them to buy the Company's products.
2. Communicate respectfully and politely with customers and answer customer questions about the products.
3. Learn and know the products offered by the Company including product features which allows to present benefits accurately.
4. Accurately maintain records of customer accounts by entering customer names, addresses, phone number and orders/products.
5. Help ensure that products are delivered based on the agreed terms.
6. Schedule appointments for Sales Associates or Area Sales Manager to meet with prospective customers or for customers to attend sales presentations and demonstrations.
7. Participate in and perform special tasks and projects that may be assigned.

PERSON SPECIFICATION:

Formal Education:

At least a college graduate.

Relevant Job Experience:

Minimum of 1 year work experience in sales, marketing or client management.

Core Competencies:

Sales Ability/Persuasiveness - ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product or service from prospects and customers.

Goals-driven – person with focus being able to organize oneself and recognize what needs to be done in order to achieve the goals.

Strong sense of responsibility – get things done and does not place blame on others.

Good communication skills – able to convey information and to receive messages clearly.

Decision making – analyze information, evaluate results and offer best solutions to customers.

