

Department: Sales

Position: Telesales Agent

Reporting To: Telesales Team Lead

About SunCulture

Founded in 2012, SunCulture's vision is *to build a world where people take control of their environment in rewarding and sustainable ways*. SunCulture does this by *developing and commercializing life-changing technology that solves the biggest daily challenges for the world's 570 million smallholder farming households*. Over the last 5 years, the company has grown significantly and now employs 100+ people around the world.

About the Role

Reporting to the Telesales Team Lead, the Telesales Agent will provide expert advice and information to our potential customers regarding a variety of products offered by SunCulture. S/he will play a key role in increasing our profitability and sales revenue through excellence in customer service and an informed, consultative approach to selling and client conversion. S/he will also be troubleshooting and escalating complaints across a number of communication channels. The person should have excellent communication and interpersonal skills. Computer knowledge and usage are also a must-have for this role.

Responsibilities

- Achieve over 70% target set month on month key KPI's being Lead generation. Lead conversion, sales targets set by achieving a high conversion rate.
- Contact potential or existing customers, businesses, or groups to give them correct information about SunCulture products using the product knowledge
- Explain technical product features and answer customer questions about SunCulture products.
- In addition to leads shared by SunCulture be proactive in generating your own leads and ensure you have a robust pipeline of potential customers at all times
- ensure atleast 80% conversion rate from leads generated by you.
Be versatile in making extensive outbound calls that meet the organizations KPIs
- Adjust sales scripts to better target the needs and interests of specific individuals.
- Respond to correspondence from customers on both mail, direct messages and phone and follow up initial sales contacts.
- Have the ability to go above and beyond to cover your talk time daily and hourly targets set by SunCulture.
- Conduct client or market surveys to obtain information about potential customers to be able to measure customer experience and ability to afford the product
- Create a sense of urgency among potential customers in order to for them to see the need to purchase sooner than later
- Ensure all calls are received/made through 3CX for easier tracking of calls and easier management of the quality of calls.
- Undertake all training scheduled to better improve on the quality of your output and relationship with customers.

Does this sound like you?

- Proven experience as a telesales representative or other sales role
- Proven track record of successfully meeting sales quota preferably over the phone
- Good knowledge of relevant computer programs (e.g. CRM software) and telephone systems
- Ability to learn about products and services and describe/explain them to prospects

- Hands-on, detail-oriented, and with strong execution skills
- Excellent Communication Skills with the ability to resolve issues and address complaints
- Passion for irrigation and in-depth knowledge of the industry and current trends adaptable for SunCulture
- Independent thinker with proactive decision-making capabilities
- Comfortable with ambiguity and experience working in a dynamic environment
- Have the ability to handle pressure, keep a cool-temper, and handle rejection gracefully.
- Be organized and be an expert in time management and meet deadlines.
- A diploma or degree in Sales or any other related field is an added advantage.

Employee Acknowledgement of receipt and content:

Name: _____

Signature: _____

Date: _____