

POSITION TITLE:

Outbound Sales Representative

JOB PURPOSE:

This position performs outbound calls to potential and current customers to qualify them as sales leads for sales specialists. This position will require working closely with Sales to ensure accurate and effective quality of sales leads.

ESSENTIAL FUNCTIONS:

- Make outgoing calls to potential customers to schedule high quality leads for sales.
 - Serve as TMS's professional representative when dealing with customer communications: via phone, email, etc.
 - Possess strong knowledge of Time Management Systems products and services to identify customer needs when qualifying them.
 - Document each call as per company and departmental policies and procedures.
 - Follow up with potential customers in a timely manner if necessary.
 - Demonstrate an aptitude for sales, be able to ask for the next meeting and suggest additional products or services to increase customer satisfaction and revenue.
 - Apply a positive customer service attitude in interactions with all customers. Be able to establish a positive rapport.
 - Be patient and understanding in all customer interactions.
 - Communicate effectively and professionally in all forms of communication with internal and external customers.
 - Maintain regular attendance and to arrive to work on time.
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ADDITIONAL FUNCTIONS AND RESPONSIBILITIES:

- Function as an effective team member while supporting the efforts and concepts of other departments.
- Support the mission, vision, and values of Time Management Systems.
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
- Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
- Possess strong problem solving and decision making skills while using good judgment.
- Multi-task and change from one task to another without loss of efficiency or composure.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Identify opportunities for improvement while creating and implementing viable solutions
- Actively follow Time Management Systems' policies and procedures.
- Perform other duties as assigned.

Note: Management reserves the right to assign or reassign functions and responsibilities to this job description at any time.



EXPERIENCE AND EDUCATION:

- High school diploma or GED required. Some college preferred.
 - Previous customer service/sales experience in a call center environment preferred.
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WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch. The employee may occasionally lift and/or carry loads of up to 35 lbs.
 - The noise level in the work environment is moderate.
 - Employees may be required to work in excess of 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.
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REPORTS TO: VP of Sales **WAGE TYPE:** Exempt
WORK GROUP: Sales

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the job.

Time Management Systems will make reasonable accommodations in compliance with the Americans with Disabilities Act.