



## TeleSales Representative

J-Squared Technologies is looking to add an experienced TeleSales Representative to work out of our Mississauga, Ontario location.

### **Summary of Duties:**

A Telesales Representative (TSR) may be requested to work an inbound or outbound sales queue (or both). The TSR will be responsible for selling repair and overhaul services to a multitude of sectors, as well as, providing high quality customer focused service our business using knowledge of products, systems and procedures.

### **Main Responsibilities:**

- Make 50 to 80 Outbound calls a day · Achieves sales objectives by promoting and selling various product and service solutions · Strives to understand customer's situation and recognized the customer's needs · Maintains a high level of competitive and product knowledge, including evolving technology trends in the relevant products and services portfolio you are promoting and servicing · Provides quality service that will exceed customer expectations · Navigates computerized system and accurately enters data · Properly recording the call disposition on the Data reporting system · Meets or exceeds business standards for quality and productivity · Verify sales/sales leads if requested · Assists with projects and other duties as requested or assigned

### **Skills and Qualifications:**

- An ability to learn and retain technical terms. · Ability to build customer relationships over the telephone · Strong written and verbal communications skills so you can express clear ideas to the customer · Good attentive and active listening skills · Must have good computer skills, including (E-mail, Internet, Windows navigation and file management) · Ability to relate well to all kinds of people with various personalities and temperaments · Ability to multi task by simultaneously; listening and thinking about solutions to offer our customers while entering data · Ability to communicate in English (written and oral). · Effective and accurate decision making skills · Flexibility to work varying shifts or additional hours as dictated by business needs · Ability to handle high volume calls · Strong time management skills. Knowledge of SAP is an asset.

**Personal Attributes:**

- Must be self-motivated · Must have good attendance and be prompt for work · Must have excellent verbal communication skills · High tolerance for a fast paced demanding environment

Anyone interested and meeting the required criteria should email their resume and a cover letter to [inforequest@jsquared.com](mailto:inforequest@jsquared.com)

**Only selected candidates will be contacted**