

Telesales Executives at Watu Credit Limited

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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Watu Credit Limited is a dynamic and fast-growing non-bank finance company. Watu Credit Limited harnesses technology to offer unsecured lending, primarily via mobile services. We aim to become the leading African provider of a broad set of inclusive financial products, delivered through technology in a fast, efficient and professional manner.

Job Purpose:

Promote Watu Shule products, conduct market research and leverage customer feedback with an aim to increase sales and revenues.

Key responsibilities:

Deliver value proposition to potential customers, through scripts, on Watu Shule's driving services.

Follow through on leads for potential sales and ensure conversion by explaining driving school services and prices.

Meet or exceed projected sales quotas and collaboratively work with team members on the call floor to meet sales and performance goals.

Maintain detailed records of inbound and outbound correspondence as well as follow-up information and outcomes.

Accurately document the customer's personal information including name, National ID,

and phone number.

Cold call potential customers and ask pertinent questions to understand the customer's needs/requirements to assist in sales conversions.

Maintaining accurate records of leads converted to sales.

Ensure follow-ups are done to actualize future registrations and subsequent sales.

Requirements

Key Competencies, skills, and attributes:

Highly adaptable and resilient

Time Management

Excellent communication and presentation skills

Skilled in negotiation and dealing with complaints

Attention to detail

Solid product knowledge

Minimum Requirements:

Degree/Diploma in sales and marketing or a business-related field

At least Three years' experience as telesales executive or similar sales/customer service role

Proven track record of successfully meeting sales quotas preferably over the phone.

Working knowledge of relevant computer programs and phone systems

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