



## **JOB DESCRIPTION**

**POSITION TITLE :** Call Centre Sales Representative

**DEPARTMENT :** Operations

**LOCATION :** AMBER GROUP LIMITED  
Suite B11, 53 Lady Musgrave Road,  
Kingston 10, Jamaica

### **1. REPORTING RELATIONSHIPS**

Reports to:

- Direct Reporting - **Operations Manager**
- Supervises [Directly]: - N/A
- Supervises [Indirectly]: - N/A

### **2. PURPOSE OF POSITION**

The Call Centre Sales Representative will be the liaison between our company and its current and potential customers. The successful candidate will be able to accept ownership for effectively solving customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behavior.

### **3. KEY RESPONSIBILITIES**

- Place outbound calls to customers to interact with them and identify their needs or issues
- Follow set communication guidelines in addressing the needs and problems faced by customers
- Build positive work relationship with customers to enhance the image and public perception of a company
- Place outbound calls to customers to promote new products and services
- Oversee the timely management of outgoing calls

- Ensure call records are properly stored and organized in a call center database
- Maintain a courteous and friendly disposition when interacting with customers irrespective of their temperament
- Ensure daily shift call quotas and set targets are achieved
- Upsell products and services to customers when providing telecommunication solutions

## **5. PRINCIPAL CONTACTS**

- Internally with: All business units/departments within Amber Group
- Externally with: All joint venture partners, master distributors, resellers, customers & clients, principals, partners and other stakeholders

## **6. JOB SPECIFICATION/COMPETENCIES [Minimum]**

### **Required Qualification, Experience, Knowledge and Skills:**

- A high school diploma
- At least one (1) year experience working in a similar capacity
- The ability to use or quickly adapt to CRM programs and other related computer programs.
- Excellent written and verbal communication skills
- Strong customer service skills
- Ability to work comfortably under pressure and meet tight deadlines
- Superb computer literacy
- Remarkable organizational skills
- People oriented and results driven

## **7. DEGREE OF AUTHORITY**

- The degree of authority applicable is as directed by the Operations Manager in keeping with the standards within Amber Group Limited.

## **8. KEY PERFORMANCE INDICATORS**

- Outbound call targets are met
- Good customer service is consistently maintained
- Unresolved customer issues are escalated

## **9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- The nature of the company’s business will require flexible working hours
- Job requires alignment across multiple global jurisdictions in the quest to satisfy business objectives
- The incumbent must be highly motivated, capable of working independently, with excellent judgement and decision-making skills

**10. APPROVAL**

This document is validated as an accurate and true description of the job when agreement is signed below:

..... Date  
Employee

..... Date  
Chief Executive Officer

Date Received in Human Resources Department.....