

Institute of Management Technology, Centre for Distance Learning is looking for Sales Executives who would be responsible for Inbound & Outbound Enquiry Handling.

Sales Executives – Faridabad

Roles and Responsibilities:

- Inbound Enquiry Handling from different Sources
- Answer Inbound calls
- Connect with enquiries received in CRM from Organic and Inorganic digital campaign
- Respond to emails received from the enquiries
- Update enquiries in CRM under various categories.
- Provide customers with product and service information as and when required.
- Identify and escalate priority issues
- Follow up customer calls and assign to sales teams, where necessary
- Responsible for closure of sales leads into admissions, where possible

Process Compliance:

- Adherence to the Sales process.
- Adherence to admissions process.
- Prepare, organize, and maintain appropriate resources, reports and statistical summaries.
- Timely reporting of data and updating in CRM.
- Assist with administrative responsibilities as assigned.
- Perform related duties as assigned.

Education Qualification & Skills:

- Graduation in any stream.
- 2 or more years of work experience in a relevant field. Preferably from education industry.
- Strong interpersonal and communication skills.
- High integrity and commitment