

JOB DESCRIPTION FOR TELESALLES REPRESENTATIVE.

We are seeking a dynamic and results-driven Telesales Representative to join our sales team. In this role, you will be responsible for generating sales over the phone and other customer-facing channels by reaching out to potential and existing customers. Your primary objective will be to meet or exceed sales targets while providing excellent customer service. This is an exciting opportunity for a motivated individual with strong communication skills, a passion for sales, and the ability to thrive in a fast-paced environment.

Our Company:

Kaego is a leading company in the travel and global education space, helping people from around the world embark on life-changing experiences and educational and recreational adventures. We offer a diverse range of programs/services in exciting locations, fostering cultural exchange and personal growth.

Vision:

Our vision is to cultivate a more interconnected world where travel is a catalyst for empathy, collaboration, and mutual respect.

We envision a future where individuals of all backgrounds can access enriching global education and travel experiences that promote cross-cultural appreciation and contribute to a more sustainable and inclusive planet.

Mission:

Our mission is to inspire, educate, and empower individuals through transformative travel experiences that foster cultural understanding, personal growth, and global citizenship. We aim to facilitate meaningful

connections between people and places, encouraging lifelong learners to explore, engage, and embrace diversity with open hearts and minds.

Our Products/Services:

- Study abroad - Locations: UK, Ireland, US, Canada, Germany, Australia, Luxembourg, Dubai.

Programs are divided into two - Graduate Programs and Undergraduate Programs.

- **Graduate Programs** - MSc, PreMasters, PhD, Post Graduate Diploma/Post Graduate Certificate (PGD/PGC).

Undergraduate Programs - BSc, Undergraduate Diplomas, Pre-BSc/University 1 Programs (Canada).

- VISA processing - Visit Visa, Study Visa, PR.
- Flight bookings/reservations.
- Vacations.
- Study Abroad Financing.
- Passport Processing.
- Birthing Abroad Services.
- Exam Preps/Tutorials and Registrations - IELTS, PTE, GRE, GMAT.

Duties and Responsibilities:

Sales Calls

- Make outbound calls to potential customers to introduce and sell the company's products or services.
- Respond to inbound inquiries from potential customers, converting them into sales opportunities.
- Follow up on leads generated through marketing campaigns, events, and other sources.

Customer Relationship Management

- Build and maintain strong relationships with customers by understanding their needs and providing appropriate solutions.
- Address customer inquiries, concerns, and objections effectively to close sales.
- Provide customers with accurate product information, pricing, and availability.

Sales Targets and Reporting

- Meet or exceed monthly, quarterly, and annual sales targets as set by the company.
- Track and report on sales performance, including call metrics, conversion rates, and revenue generated.
- Update and maintain the CRM system with accurate customer information and sales activities.

Product Knowledge

- Stay up-to-date with the company's products, services, and industry trends to effectively communicate their value to customers.
- Participate in ongoing training and development to enhance sales skills and product knowledge.

Collaboration

- Work closely with the sales team and other departments to ensure a seamless customer experience.
- Provide feedback to management on customer needs, competitive activities, and market trends.

Required Skills

Communication Skills:

- Excellent verbal communication skills with the ability to engage and persuade customers over the phone.
- Active listening skills to understand customer needs and tailor sales pitches accordingly.

Sales Skills

- Proven ability to meet or exceed sales targets in a telesales or similar role.
- Strong negotiation and closing skills with a results-oriented approach.

Organizational Skills

- Strong time management skills with the ability to handle multiple tasks and prioritize effectively.
- Detail-oriented with the ability to maintain accurate records and follow up on sales leads.

Technical Skills

- Proficiency in using CRM software (e.g., Freshdesk, Zendesk, Zoho, and/or HubSpot) to manage customer interactions and track sales activities.
- Familiarity with office software/tools such as Google Workspace, Zoho Workplace/Zoho One, and Microsoft Office Suite (Microsoft Excel, Word, PowerPoint).

Qualifications

- A Bachelor's degree in Business, Marketing, or a related field is preferred. OND and HND holders with solid experience are also welcome to apply.
- Proven experience in telesales, inside sales, or customer service roles.
- Demonstrated ability to achieve sales targets in a fast-paced sales environment.
- Knowledge of sales techniques and strategies, including cold calling, upselling, and cross-selling.

Work Environment

- This position is typically office-based, with the potential for remote work depending on company policies.
- The role requires extended periods of phone communication and computer use.
- The work environment is fast-paced, target-driven, and may require flexibility in working hours.

Benefits

- Competitive base salary with performance-based incentives and commissions.
- Opportunities for career advancement and professional development within the company.

Our Company is committed to the well-being of its staff by ensuring a progressive and safe workplace and, in doing so, continually seeks to improve work conditions and practices. On that basis, you should be aware that there will be changes from time to time in your job description and the Company's Employment Policies and Procedures contained in the HR Manual (the terms and conditions of which are hereby incorporated by reference).

Follow us if you're yet to:

Facebook: <https://web.facebook.com/TryKaego/about>

Instagram: <https://www.instagram.com/trykaego/>

Twitter: <https://www.twitter.com/trykaego>

