

Inside Sales Associates || Fast growing EdTech Company in Bangalore

ETOE



5 - 7 years



₹ 2,50,000 - 4,00,000 P.A.



Chennai, Bengaluru

Job description

Job Summary

ETOE (www.etoee.in) is an Ed-tech company that is powered by Principle Circle Group. It is engaged in providing value-added services to all the stakeholders of Education.

To fuel our growth in this space, we are looking for an enthusiastic, energetic, and passionate **Inside Sales Associate** to contribute to generating business and sales for our company. You will be responsible for generating leads over the phone and maintaining good customer relationships.

Responsibilities:

- Contact Industries, Colleges, and Students and sell the idea and product
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.
- Conduct market research and identify potential clients.
- Collate and maintain client information in the CRM database.
- Assist with drafting business plans, sales pitches, presentations, reference material, and other documents as required.
- Familiarize yourself with the company's vision and mission, seeking to accomplish set goals and objectives.
- Identify new business opportunities and partners.
- Demonstrate strong interpersonal skills with the ability to engage effectively with various levels of management, staff, and clients.
- Frequent interactions with corporates and institutions on generating new leads and business

Requirements

- Proven experience as telesales representative or other sales/customer service role
- Proven track record of successfully meeting sales quota preferably over the phone
- Keen Interest in Education and related tech products
- Ability to analyse, relate and revert to product queries proactively
- Able to remain calm when customers are frustrated and being more empathetic
- Must be able to work under pressure and meet tight deadlines.
- Passionate about changing the Education to Employment
- A knack for sales and positioning our product.
- Excellent written and verbal communication skills.
- Friendly and personable demeanor.
- Efficient at utilizing computer-based tools to accomplish tasks and communicate with others.
- Attention to detail
- Excellent time management and organization
- Resourceful, organized and motivated to increase Customer Satisfaction, enhance the company's reputation
- Excellent phone etiquette.

Education

Any Bachelor's Degree with 5-7 years of work experience in Inside Sales /Customer Support or similar field.

This is an excellent opportunity with unlimited potential for a self-driven, tenacious, intelligent, articulate, ambitious, and intuitive individual who enjoys the fast-paced work environment and is looking to establish a career in a start-up environment.

Role	Sales Coordinator
Industry Type	Education, Teaching, Training
Functional Area	Sales, Retail, Business Development
Employment	TypeFull Time, Permanent
Role Category	Sales Support

Education

UG : Any Graduate in Any Specialization

Key Skills

Customer Service, Telesales/Inside Sales, Customer Satisfaction, Presales, Institutional Sales, New Business, B2B Sales, Customer Support, Lead Generation, Business Generation, Business Development, Corporate Sales, Production Support, Market Research, CRM,