

## Telesales & WhatsApp Enquiries Executive

We are looking for a **Telesales Executive** to handle inbound calls and WhatsApp enquiries from potential customers generated through our Social Media Marketing (SMM) and digital marketing campaigns. The ideal candidate should have strong sales and lead conversion skills to maximize business opportunities.

### Key Responsibilities:

#### 1. Handling Enquiries & Customer Interaction

- Manage inbound calls and WhatsApp enquiries efficiently.
- Respond to missed calls and follow up on customer enquiries.
- Provide clear and accurate service-related information.

#### 2. Lead Processing & Coordination

- Identify customer needs and guide them through the service process.
- Escalate complex enquiries when necessary.
- Route cash pickup requests to the respective branch.
- Forward high-volume credit pickup enquiries to the Sales team.

#### 3. Sales & Customer Retention

- Engage with potential customers and convert enquiries into business.
- Maintain a professional, customer-centric approach to enhance satisfaction.
- Follow up on leads to improve conversion rates.

#### 4. Reporting & Documentation

- Maintain records of inbound calls, WhatsApp enquiries, and follow-ups.
- Share daily reports on call status, lead conversions, and escalations.

### Required Skills & Qualifications:

- Minimum 2 years of experience in tele calling, customer service, or sales.
- Strong sales and lead conversion skills.
- Excellent communication skills in English and regional languages.
- Ability to handle high enquiry volumes efficiently.
- Proficiency in WhatsApp Business, CRM tools, and Excel for reporting.

### Salary & Incentives:

₹25,000 – ₹30,000 per month (for candidates with 2+ years of experience)

This role is critical for customer engagement and business growth, ensuring that all enquiries are effectively handled and converted into revenue opportunities.