

<b>Job Title: Tele Calling Executive / Back end Executive</b>			
<b>Business Unit:</b>	Piramal Sarvajal	<b>Domain:</b>	Retail Sales
<b>Location:</b>	Ahmedabad	<b>Band/Grade:</b>	1B
<b>Department:</b>	Retail Sales	<b>Last updated on:</b>	01-06-2018
		<b>Degree of Travel required to:</b>	NA
<b>Purpose of Job</b>	Follow up on leads generated through Tele calling/ Other Sales Support Function in Retail Franchisee Business as a Back End Support to Krishna Thaker		
<b>Key stakeholders</b>	<b>External</b>		<b>Internal</b>
	Franchisees & Prospects		All other Dept. in support functions (For Exp. – SCM/Ops/Accounts, Etc..)
<b>Reporting structure</b>	<b>Role directly reports to</b>		<b>Positions that report into this role</b>
	Manager – Sales Support (Krishna Thaker)		None
<b>Essential Qualifications</b>	Any Graduate with 1-2 year of working experience and Computer Knowledge must		
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• From Any Field (Preferably Development / Service Center)</li> <li>• Working knowledge of Email &amp; MS office application</li> </ul>		
<b>Competencies</b>	NA		
<b>Decision Making Control</b>	NA		
<b>Values</b>			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Expertise – we strive for a deeper understanding of our domain</li> <li>• Innovation – we aspire to do things creatively.</li> </ul>		
<b>Action</b>	<ul style="list-style-type: none"> <li>• Entrepreneurship – we are empowered to act decisively and create value</li> <li>• Integrity – we are consistent in our thoughts, speech and action</li> </ul>		
<b>Care</b>	<ul style="list-style-type: none"> <li>• Trusteeship – we protect the interests of our customers, community, employees, partners and shareholders</li> <li>• Humility – we aspire to be the best, yet strive to be humble.</li> </ul>		
<b>Impact</b>	<ul style="list-style-type: none"> <li>• Performance - We strive to achieve market leadership in scale and profitability, wherever we compete.</li> <li>• Resilience - We aspire to build businesses that anticipate, adapt and endure for generations.</li> </ul>		
<b>Key Roles/Responsibilities:</b>			

- **Role would be responsible to do following tasks under guidance of Manager-Sales Support**

- Follow up with leads
- Leads Manage in Excel sheet
- Follow communication “Scripts” when handling calls
- Build sustainable relationships and engage customers by taking the extra mile
- Strong phone and verbal communication skills along with active listening
- Good Computer Skills