

Marketing Representative Job Description

We are looking for an enthusiastic **Telemarketer** to encourage responsible recycling of electronics, either by cold calling or answering requests, in a fast-paced environment. You will be responsible for influencing existing and potential customers to allow us to pick up their old electronic devices.

A successful telemarketer must be friendly and persuasive. You must be able to understand the customer's requirements in a short time and present solutions that meet their needs. The ideal candidate will also be patient and cool-tempered while addressing customer complaints.

The goal is to promote business growth by expanding the company's clientele, while at the same time ensuring that old electronics don't end up in the landfill.

Responsibilities

- Cold call businesses, schools, and other government entities using a given phone directory
- Answer incoming calls from prospective customers
- Use scripts to provide information about what items we can recycle, how we recycle them, what we charge for and what we recycle for free, etc.
- Ask pertinent questions to understand the customer's needs
- Persuade the customer to work with us by demonstrating the value of what we do, as well as the value of responsible recycling
- Record the customer's personal information accurately in a computer system
- Deal with complaints and doubts in ways that support the customer
- Go the "extra mile" to meet quotas for calls and email communication
- Maintain records of calls and pickups you schedule, along with any special needs the customer has
- Coordinate with Logistics and Operations teams as needed to schedule pickups and ensure smooth customer service

Requirements and skills

- Proven experience as telemarketer or similar sales/customer service role
- Proven track record of successfully meeting sales quotas preferably over the phone
- Familiarity with relevant computer programs (e.g. CRM software) and telephone systems
- Proficient in English and highly articulate as a communicator, both verbal and in writing
- Skilled in negotiation and dealing with complaints
- Persistent and results-oriented
- Patient and able to handle customer rejection
- High school diploma/GED; BSc/Ba is a plus
- Ability to pass background check

Benefits

- Bonuses
- Health Insurance Stipend
- Employee Discounts
- Starting Wage: \$14 per hour base plus \$15 commission for every pickup you get! After four months commission increases to \$30, and hourly base increases to \$15. After twelve months pickup commissions increase to \$35. (Our best marketers consistently earn \$5000-\$6000 per month.)