



<https://www.spicerbros.com/job/call-center-representative/>

## Call Center Representative

### Description

Contact homeowners by telephone, set up qualified appointments for free consultations. Confirm, Reschedule, rehash, and cold call. Input lead information, update reports and answer phone calls from ads. Potential for earned bonuses, & Customer Service skills are a must!

### Responsibilities

- Deliver scripted pitch to the homeowners
- Adjust scripted pitch to meet the needs of specific homeowners
- Handle homeowner's questions and objections
- Obtain homeowner's information including names and addresses, phone numbers, etc.
- Receive appointments over the telephone
- Input appointment details into the computer system
- Input homeowner's information and important details of the conversation
- Confirm appointments placed with canvassers or sales representative
- Issue appointments for reps to meet prospective homeowners
- Quality control phone calls
- Answer telephone calls from potential homeowners who are responding to advertisements
- Contact homeowners to follow up on initial interaction
- Update lead information and maintaining reports

### Education and Experience

- Knowledge of sales and marketing principles and strategies
- Relevant work experience in telemarketing, sales, marketing, or promotions
- Product knowledge
- Training will be provided
- Proficiency in relevant computer applications

### Key Competencies

- Communication skills Information gathering & management
- Persuasiveness Adaptability
- Initiative Tenacious
- Resilient Stress tolerance
- High energy level
- Self-Motivation

### Benefits

- Vision
- Medical
- Dental
- Retirement

### Hiring organization

Spicer Bros. Construction

### Employment Type

Full-time

### Job Location

32221 Beaver Run Dr, 21804,  
Salisbury, MD, USA

### Base Salary

\$ 18 - \$ 25

### Date posted

May 29, 2024

### Valid through

01.10.2024