
Customer Service Representative

Toronto Ontario

The position is located in Toronto. The **Customer Service Representative** is responsible for selling BAASS products and services through the achievement of opportunity based sales quotas. They will provide high level customer service to clients and potential customers. This individual will also initiate prospect calls, generate sales leads and establish an ongoing rapport with existing customers. The individual must be able to work both independently and in team environment as our internal business processes encourage various departments to interact and problem solve together.

Responsibilities

- Make outbound calls to existing customers via telephone and email cross-sell and up-sell
- Create and deliver qualified opportunities to account managers where appropriate
- Ensure follow up by passing leads to Account managers with calls-to-action, dates, complete profile information, sources and so on.
- Handle inbound, unsolicited prospect calls and convert them into sales
- Enter new customer data and update changes to existing accounts in the corporate database
- Attend period sales training where applicable
- Penetrate all targeted accounts and radiate sales from within client base
- Attend scheduled meetings with reporting manager and ensure the calendar is booked to reflect all assigned tasks
- Manage client relationships and ensure superior customer service

Qualifications

- University or college degree
- 1-3 Years of experience in sales or tele-sales capacity; Will also consider new graduates
- Experience with opportunity qualification, pre-call planning, call control, account development and time management
- Willingness to work within a flexible and collaborative team environment
- Microsoft Office: Word, Excel, Powerpoint and Outlook
- Strong written and verbal communication
- Self motivated, with high energy and an engaging level of enthusiasm
- Strong organizational skills - timesheets and expenses completed in a timely manner, communications on schedule to prospects and clients
- Ability to multitask and prioritize while remaining focused and organized

Please send all applications to hrsupport@baass.com