

Customer Sales Associate - Inbound Contact Center - Brunswick, ME 08/05/13 : 1300036463

US-ME-Brunswick

Description

As a Bank of America Customer Sales Associate, you are responsible for providing a seamless delivery of the service experience while recognizing appropriate ways to deepen relationships (sales) with each Customer. The vast majority of your time will be spent on the phone with our Customers answering and resolving initial service inquiries, while making effective and smooth transitions into sales opportunities. Examples of these opportunities include offering and completing balance transfers and cash deposits into customers' checking accounts, as well as offering additional credit card products and services that add value for our customers and deepen our relationship (sales) with the customer. You will be required to achieve monthly sales objectives, and maintain high call quality standards, which will be measured in part by quality listening and Customer survey results. The majority of your scorecard measurement is dependent upon your sales success. Candidates have the ability to increase earning potential based on achieving and exceeding monthly sales and service goals. Associates utilize relationship-building and problem resolution skills to determine the most appropriate product and/or services (needs based sales) in each conversation, while maintaining a high level of Customer Satisfaction. Successful candidates are goal-oriented, possess strong communication and relationship-building skills, and are highly adaptable. Additionally, candidates must possess the ability to navigate multiple computer applications while engaged in conversation with our Customers.

Qualifications

Required Skills:

- Excellent oral communication skills
- Ability to work effectively and efficiently in a multi-task, high call volume environment
- Self-motivated and results-oriented
- Excellent organizational skills
- Strong decision making ability

Ability to persuade and deepen relationship by asking effective questions to sell additional product solutions to our customers
Problem solving skills

Desired Skills:

Experience with telephone sales techniques specifically with up selling additional products/solutions
Previous call center experience
Previous customer service experience where sales was one of the goals measured
Previous retail sales experience
Computer skills
1-2 years sales skills (Call Center, Retail, etc.)

Please Apply At:

<http://careers.bankofamerica.com/JobDetails.aspx?SearchPage=ASP&CountryId=1&JobId=1300036463>