



COMMUNITY
CAREER
DEVELOPMENT, INC.



Major San Fernando Employer
Seeking Experienced Outbound Account Representatives
Position pay \$15 to \$17/hr plus commission
For Consideration Email Resume to
scastaneda@communitycareer.org

ESSENTIAL DUTIES AND RESPONSIBILITIES & PERFORMANCE STANDARD

- Strict Adherence to Department's Basic Business Disciplines and Rules of Conduct
- Execution of Key Metrics and Achieve subscribed Goals daily/weekly/monthly
- Dedication to Morning Outbound Calls the first 3 hours of everyday for All Sales Reps
- Dedication to Afternoon Outbound Calls 2 hours of everyday for New Hires
- Engage Every day in New Accounts Acquisition and hit Monthly NBA Goal
- Develop and Manage a book of accounts Everyday and pursue its growth through Accounts Penetration and Retention to hit Monthly TBA Goal
- Engage in selling items related to core strategies and maintain Appropriate Product Mix
- Ability to Maintain Monthly Profitability in selling activities and hit Margin Goal
- Ability to Negotiate Pricing when necessary on Large Volume Orders
- Problem solving for customer service related issues
- Adhere to the assigned work, break and lunch schedules
- Engage in and actively participate in on-going sales, product training seminars
- Provide a "Spirit of Cooperation" with all team members and members of other teams

MINIMUM QUALIFICATIONS:

The successful candidate must be able to perform the below requirements satisfactorily.

1. **Must have at least 2 years experience in Outbound Telesales.**
2. **Must be comfortable in making 50-100 Dials and engage in Telephone Selling Activities at least 5 hours daily**
3. Knowledge of MS Word and Excel.
4. Excellent communication skills, Ability to present information to customers effectively.
5. Ability to carry out instructions furnished in written, oral, or diagram form.
6. Understanding of Outbound Prospecting and Account Relationship Building and Management.

Interested applicants must complete W.I.A. enrollment form & requirements. Items needed:

Valid CA ID/License Social Security Card, or if not a US citizen, Right-to-Work documents (Valid US Passport, or Alien Card);
Selective Services (CPC/verify); Unemployment Insurance Documents (EDD); Lay-off WARN Notice (if applicable)

Funded by the City and County of Los Angeles WIB in partnership with the Employment Development Department

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. To ensure availability, your request should be received at least 5 business days in advance of the need. TTY 213-368-0047, Phone 213-365-9829, Fax 213-365-9839.

