

TSR Job Description

Purpose

Under direct supervision by the Performance Manager (PM) the Teleservices Representative (TSR or Agent) is part of Televerde's call center team responsible for meeting client objectives for all types of campaigns.

Functions and Responsibilities

1. **Plan, schedule, and prioritize** each day's activities to include identifying scheduled meetings, identifying clients by time zone to schedule appropriate calling times, managing the backlog by identifying call backs and reviewing files for follow up and nurturing.
2. **Organize work tools** to include reviewing reference sheets, scripts, industry jargon, websites and other related materials.
3. **Prepare for each call** to include reviewing the past call history, notes and key information on the company record or about the industry and reviewing the script to identify what information still needs to be gathered or for use as a recap summary .
4. **Place calls to companies** in the queue, qualifying the call and working towards attainment of campaign objectives.
5. **Manage the data** to include identifying contacts, entering information in Intelesight, recording leads generated, navigating Intelesight, scripting and adding contacts.
6. **Share and seek knowledge** by mentoring, coaching and guiding fellow TSRs/Agents in the successful attainment of campaign objectives.

Knowledge, Skills, and Abilities

- Describe traditional organizational structures
- Describe proper management of owned calls
- Describe Televerde performance objectives and data standards
- Describe concept and usage of a proprietary database
- Demonstrate effective use of selling skills to meet individual campaign objectives
- Knowledge of questioning techniques and interactive discussion guides (IDG)
- Ability to use Teleport/SJ Phone system to transfer, answer, and place calls
- Ability to type 25+ words per minute

- Ability to establish and use a filing system to manage backlog leads and follow ups
- Ability to use Intelesight to plan, navigate, establish and work within queues, establish and work within company ownership and to differentiate between campaign, project and queue
- Ability to identify/use appropriate sources and resources for assistance within the call center
- Ability to effectively manage time: prioritizing, scheduling and organizing
- General comprehension of how the quality management system (QMS) applies to Televerde and the individual role

TSR Metrics

- **Processed Revenue** – Maintain a specific revenue per hour average determined within the structuring of each campaign
- **Phone Time** – Maintain 85% or better activity
- **Goals and Performance** – Utilize SuccessFactors to track company goals, personal goals, and performance

Competencies

- **Communication** – Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.
- **Dependability** – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance/punctuality requirements.
- **Listening Skills** – Listens attentively to others, asks clarifying questions, actively listens, stays open to other viewpoints, manages distractions and interruptions.
- **Product Knowledge** – Knows and explains product features/benefits, understands/sells the full product line, understands customer's business operations and needs, understands/responds to the competition, applies market knowledge.
- **Productivity** – Manages a fair workload, volunteers for additional work, prioritizes tasks, develops good work procedures, manages time well, and handles information flow.