



POSITION	Head of Remote Sales Unit at Contact Center
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	12/04/2024
APPLICATION DEADLINE	09/05/2024
DURATION	Indefinite, with a three-month probation period

“ID Bank” CJSC is looking for an experienced and well-rounded specialist, who will perform the responsibilities listed below.

JOB RESPONSIBILITIES

- Ensure that remote sales objectives are met;
- Provide support to remote sales staff;
- Motivate and enhance capacity building of employees;
- Improve employees' skills and expertise;
- Assign job tasks to remote sales staff;
- Ensure that employees accomplish their assignments successfully;
- Manage the day-to-day operations of the remote sales team;
- Ensure new employee training;
- Control qualitative and quantitative team performance metrics,
- Perform various tasks targeted at increasing contact center sales performance.

REQUIRED QUALIFICATIONS

- Higher education,
- At least 3 years of experience in a contact center,
- Successful experience in sales,
- Understanding of the basic principles of personnel management and remote sales development,
- Knowledge of banking products and services,
- Cross-selling skills,
- Ability to manage sales conversions,
- Ability to create sales scripts from a phone call,

- Computer knowledge,
- Knowledge of languages,
- Communication and negotiation skills,
- Leadership and organizational skills,
- Readiness for teamwork,
- Proactive attitude,
- Punctuality and sense of responsibility,
- Ability to work and navigate quickly in different situations

ADDITIONAL INFORMATION

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

APPLICATION PROCEDURES

All interested candidates who meet the requirements above and are confident that their background and experience qualify them for this position and you are interested in joining the ID Bank team you follow the link <https://idbank.bamboohr.com/careers/42>. Only short-listed candidates will be contacted.

ABOUT COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018. The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions. To learn more about the Bank, please visit: <https://www.idbank.am/>