

Job Title: Calling Executive

Department: Sales & Customer Support

Location: Jahangirpuri- New Delhi

Reports To: Sales Manager

Job Purpose:

The Calling Executive will be responsible for making outbound calls to prospective customers, explaining solar rooftop/installation services, generating leads, fixing appointments for the sales team, and providing basic product/service information. The role is key in building strong customer relationships and supporting the sales pipeline of the company.

Key Responsibilities:

- Coordinate with customer and generate convert lead into active customer.
- Handle inquiries and provide accurate information about products and services.
- Maintain and update the customer database (leads, follow-ups, status).
- Schedule appointments and forward qualified leads to the sales team.
- Follow up with interested customers to ensure conversion.
- Provide feedback from customers to management for product/service improvement.
- Ensure excellent customer service and maintain a positive company image during calls.

Required Skills & Qualifications:

- Minimum qualification: Graduate/12th pass (with relevant experience).
- 0–2 years of experience in tele calling, tele sales, or customer service (solar/renewable energy experience is a plus).
- Good communication skills in Hindi and English.
- Ability to explain technical concepts in a simple and clear manner.
- Basic computer knowledge (MS Office, CRM software).
- Goal-oriented, self-motivated, and persuasive.

Key Competencies:

- Excellent verbal communication.
- Customer-centric approach.
- Ability to handle objections and rejections positively.
- Time management and organizational skills.
- Team player with a proactive attitude.