Supreme Petrochem Ltd
GLOBAL SUPPLIER OF STYRENICS

JOB DESCRIPTION

Tele-Sales Executive

Job Summary:

We are seeking a proactive and customer-focused **Tele-Sales Executive** to engage with prospective customers generated through digital marketing campaigns, company websites, exhibitions, and other lead generation initiatives. The role involves qualifying leads, understanding customer requirements, maintaining CRM records, conducting regular follow-ups, and coordinating with the sales team to convert business opportunities. The ideal candidate should possess strong communication skills, a positive attitude, and the ability to work in a target-driven environment.

Key Responsibilities:

- Contact and engage with enquiries received through digital marketing campaigns, websites, exhibitions, and other lead-generation channels.
- Introduce the company's products, services, and value proposition in a professional and compelling manner.
- Understand customer requirements through structured discussions and qualification questions.
- Handle customer queries, provide basic product information, and address initial objections professionally.
- Qualify and categorize leads as per the defined lead qualification framework.
- Schedule meetings, product demonstrations, and discussions for the regional sales team as required.
- Conduct timely and consistent follow-ups with prospects until qualification, conversion, or closure.
- Maintain accurate records of customer interactions, lead status, remarks, and follow-up schedules in CRM systems and Excel.
- Prepare and submit daily, weekly, and monthly reports on calls made, customer interactions, qualified leads, and pending follow-ups.
- Coordinate closely with the Marketing and Sales teams to enhance lead quality and conversion effectiveness.
- Meet assigned daily, weekly, and monthly calling and lead qualification targets.
- Ensure confidentiality of customer data and business information.

Qualification:

- Engineering Graduate or Science Graduate.
- Additional certification in Sales, Marketing, CRM, or Customer Relationship Management will be an added advantage.

Experience:

- 1-3 year of experience in tele-sales, tele-calling, lead generation, customer support, inside sales, or a similar customer-facing role

Age: 21 to 28 years

Technical Skills:

- Proficiency in MS Office applications, especially **MS Excel, MS Word, and Google Sheets**.
- Familiarity with CRM software and lead management tools.
- Basic understanding of sales processes, customer engagement, and lead qualification methodologies.
- Ability to prepare and maintain reports and customer databases accurately.

Behavioral Competencies:

- Excellent verbal communication and interpersonal skills.
- Strong listening and probing abilities.
- Customer-centric approach with a positive attitude.
- Confidence in handling objections, rejections, and repetitive calling activities.
- Strong follow-up discipline and attention to detail.
- Self-motivated, target-oriented, and result-driven mindset.
- Ability to work collaboratively with cross-functional teams.

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- Professional conduct with high integrity and accountability.
- Adaptability and willingness to learn.

Compensation: Based on Last Drawn/ Best in Industry

Preferred Industry:
Specialty Chemicals/ Petrochemicals /Polymers /Manufacturing /Industrial Products /Building Materials /Engineering Products /B2B Sales & Marketing Support

Candidate's Location
Candidate should preferably be based in Mumbai, Navi Mumbai, Thane, or nearby Mumbai Metropolitan Region (MMR) to ensure ease of commuting to the Head Office, Mumbai.

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