

JOB OPENING: TELESALLES/CUSTOMER SUCCESS AGENT

About us:

uLesson is a venture-backed education technology business whose mission is to deliver high-quality, affordable, and accessible education to all Africans.

Our app hosts thousands of educational video tutorials that combine quality lessons delivered by experts in education, with digital animations and illustrations to explain key concepts; thereby, providing students with a learning experience that is unprecedented in its richness, scope, interactivity, and effectiveness.

We currently provide students between the grades of 4 and 12 with access to high-quality, curriculum-relevant, animated video lessons. At the moment, our uLesson App has been downloaded over 2 million times and we've been featured by credible media houses like CNN, Venturebum, Techcrunch, Quartz and Business insider.

Key Responsibilities

- You shall report directly to the Telesales manager or any other persons designated.
- Present, promote and sell/upsell the company's products to existing and prospective customers - either through direct contact or telephonic correspondence.
- Address customer concerns and questions and overcome potential roadblocks in the sales cycle to maximize customer satisfaction.
- Attend all scheduled training to ensure you have sufficient product knowledge about the company's offering to help your interaction with prospective and existing customers.
- Establish, develop and maintain positive business and customer relationships.
- Ensure that you maintain strict confidentiality on customer information you access via the company's computer systems.
- Achieve agreed upon sales targets and outcomes within schedule.
- Coordinate sales effort with team members and other departments.
- Give feedback on customer needs, problems, interests, competitive activities, and potential for new product(s).
- Handle grievance to protect company's reputation.
- Familiarise yourself with the work tools and software, which are provided by the company and necessary for successfully carrying out your responsibilities.

Qualifications and Skills

- Minimum of HND; BSc/BA.
- Excellent communication skills.
- Experience as telesales representative and/or other sales/customer service role is a plus.
- Proven track record of successfully meeting sales quota preferably over the phone.
- Good working knowledge of relevant computer programs (e.g. CRM software) and telephone systems.
- The patience and ability to effectively engage customers in conversation.
- Good sales ability.
- Excellent interpersonal and problem-solving skills.
- The ability to handle rejection and stress in soliciting customers.

Location

- The Role will be based in Abuja, Federal Capital Territory.

Application Process:

- If you think you are qualified for the role, please send your updated CV to People@ulesson.com, telling us a bit about yourself.