

Colombia Jobs Expertini®

Inside Sales Representative Manager

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Company: EMAPTA

Location: Bogota and Medellin

Category: other-general

Empower Your Career in Insurance Sales Management: Where Heart Meets Innovation!

Welcome to the vibrant world of Matic Insurance Services, Inc., where safeguarding what matters most is more than a mission—it's a way of life. As a pioneering digital insurance agency, Matic empowers individuals to navigate their insurance journey with ease and confidence. Unlike conventional agencies, Matic delivers an unparalleled combination of cutting-edge technology and compassionate human expertise. Since 2014, they've redefined industry standards by seamlessly integrating insurance into the home ownership experience, boasting a marketplace with over 40 A-rated carriers. Joining Matic's team means embracing a culture of quality, transparency, and fun, where innovation thrives and individuality is celebrated. Become part of Matic's legacy of excellence and join a workplace where every voice matters, recognized as a perennial best place to work, earning prestigious awards such as the HousingWire TEC100 award for 6 consecutive years, the Columbus Best Places to Work for 5 years running, and multiple Comparably awards including Best Company Culture, Best Company for Women, Best CEO, and Best CEO for Women. A Preview of Your Role Be part of our clients team as an Inside Sales Representative Manager, leading a dynamic team to exceed targets through mentorship, coaching, and process improvement. Conduct performance reviews, drive sales strategies, and foster a culture of excellence. Join us in revolutionizing the insurance industry with your leadership prowess.

Navigate Your Success: Job Overview Employment Type: Indefinite Term Type Contract Shift:

Monday to Friday | 9:00 am to 6:00 pm EST Work Setup: Onsite, Bogota/Medellin Drive

Your Influence: Responsibilities Act as a mentor, both personally and professionally for the

ISRs. Hold ISRs accountable to hitting performance metrics established by the department through shadowing, active call monitoring, and coaching. Lead morning meetings and developmental exercises with the team. Run sales coaching and objection handling sessions to increase sales acumen. Work closely with the Senior Director of Sales to improve process and execute on initiatives. Run weekly call reviews and monthly one-on-ones with each team member. Proactively identify areas of opportunity through investigation. Conduct interviews for new ISRs at your specific location.

Requirements Empower Your Expertise:
Qualifications Needed
Fluent in English. 2+ years of demonstrated success in a call center sales management role. Ability to develop and motivate members of the team. Great organizational and communication skills. Ability to interpret data to spot performance trends. Must be highly detail-oriented and able to effectively manage multiple priorities. Strong technical skills to coach within Matics technology suite. Proactively identify areas of opportunity and the ability to come up with plans to address them call shadow, call coaching, former 1on1s, monitoring and coaching the team, team scheduling.

Techstack:
CRM - Twilio experience - Talk desk experience - Nice in contact experience - Workforce management team - Confluence platform - Google Suite - Slack.

Benefits Experience the Advantages:
Benefits 5 Days work week Prepaid medicine Work-Items (laptop, mouse, and headset) Indefinite term type contract 5 extra days of vacation leave (20 in total) that could be monetized. Direct exposure to our clients Career growth opportunities Diverse and supportive work environment Prime Office Locations - Bogot and Medellin

Upskilling:
Emapta Academy

Welcome to Emapta Colombia! At Emapta, you're not just joining an industry-leading outsourcing provider; you're becoming part of a community that celebrates the rich cultural tapestry of Colombia. Our track record of success and diverse international clientele across various industries provide a solid foundation for your career. With over 700 global partners preferring to open remote jobs in the country, our vision is to help you and thousands more Colombians reach your full potential and dreams without the need to leave the country and work abroad. Join forces with passionate professionals who share the desire to make a meaningful impact through premium global opportunities, all at your fingertips. Emapta isn't just a company; it's a community that values the balance between work and life. Start a truly exciting journey with us and discover how your talent can flourish in a setting that celebrates the spirit of Latin America. #EmaptaExperience

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