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SMS Sales Agent - Latam

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Company: Sagan

Location: Bogotá

Category: other-general

Position: SMS Sales Agent - Latam

Location Remote (EST Timezone)

Work Schedule Monday - Friday, 10:00 AM to 06:00 PM (EST)

Job Description

As an SMS Sales Agent, you will play a pivotal role in our sales process by engaging with leads who have shown interest in our clients' services. Your primary responsibility will be to nurture these leads through SMS conversations, educating them about our offerings, and ultimately converting them into satisfied customers.

Responsibilities :

Engage in SMS conversations with leads to understand their needs and educate them about our products or services.

Use persuasive language and effective communication skills to guide leads towards making a purchase decision.

Maintain a friendly and supportive tone in all interactions to enhance the customer experience.

Collaborate with the sales team to identify opportunities for upselling or cross-selling to existing customers.

Requirements :

Excellent written communication skills, with a strong command of casual English.

High degree of resourcefulness and ability to think on your feet.

Previous experience in customer service or sales, preferably in a chat-based environment.

A genuine passion for helping people and building rapport with customers.

Nice-to-Haves:

Experience working in a multicultural environment or with international customers.

Familiarity with sales techniques and strategies.

Ability to work independently and meet targets.

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