

## Telesales Person

A telesales person sells people goods or services over the telephone. These can include financial products, mobile phone deals, home improvements and advertising space.

### The Work

You could be:

- 'cold' calling new or existing customers, either businesses or individuals, to offer your product or service
- working through a list of phone numbers, provided by a supervisor or manager
- giving advice on, and explaining the benefits of the products or services you sell
- answering calls from people who want to buy goods by mail order
- persuading customers to buy, have a trial period or see a sales representative
- taking orders and payments by phone
- entering the details of the order on the computer while speaking on the phone
- making appointments for a sales representative to visit customers.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

Starting pay for a telesales person is between £15,000 and £18,000 a year before bonuses. After experience it can rise to £23,000 a year or more. Pay might depend partly or wholly on sales commission.

### Conditions

- You will sit with other telesales people in an open plan office.
- You face a computer monitor and keyboard.
- You wear a telephone headset to keep your hands free.
- You may not get much time between the calls — it is fast-paced work.
- You might sometimes work from home.
- You often have a target number of calls to make and sales targets to meet.
- Part time work is common.
- If you are only making outgoing calls, you will probably not work before 8.00am or after 9.00pm.
- If you are taking incoming calls there may be shifts round the clock including weekends.

### Getting In

- You do not need formal qualifications but a good general education is useful.
- Although there are a lot of job vacancies many employers ask for sales experience.

- Previous experience of dealing with the public is also useful.

## What Does It Take

It helps if you are:

- confident when talking to strangers
- persuasive and good at influencing people
- enthusiastic even after repeated rejection
- a clear and fluent speaker
- able to understand lots of different accents
- a quick worker
- able to stay calm when working under pressure to meet targets
- able to stay polite when dealing with difficult clients
- experienced in using a keyboard or computer.

## Training

- Training is normally on the job.
- You can do part time courses such as Scottish Vocational Qualifications (SVQs) in Customer Service at SCQF Levels 5 and 6 or Contact Centre Operations at SCQF Levels 5 and 6.

## Getting On

- With experience you could become a team leader, a supervisor or a manager.
- You might study further qualifications at SCQF Level 8.

## Contacts

### Call Centre Management Association (CCMA)

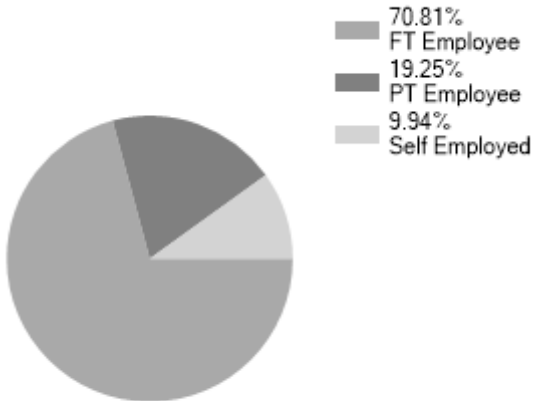
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Statistics

Employment Status UK %

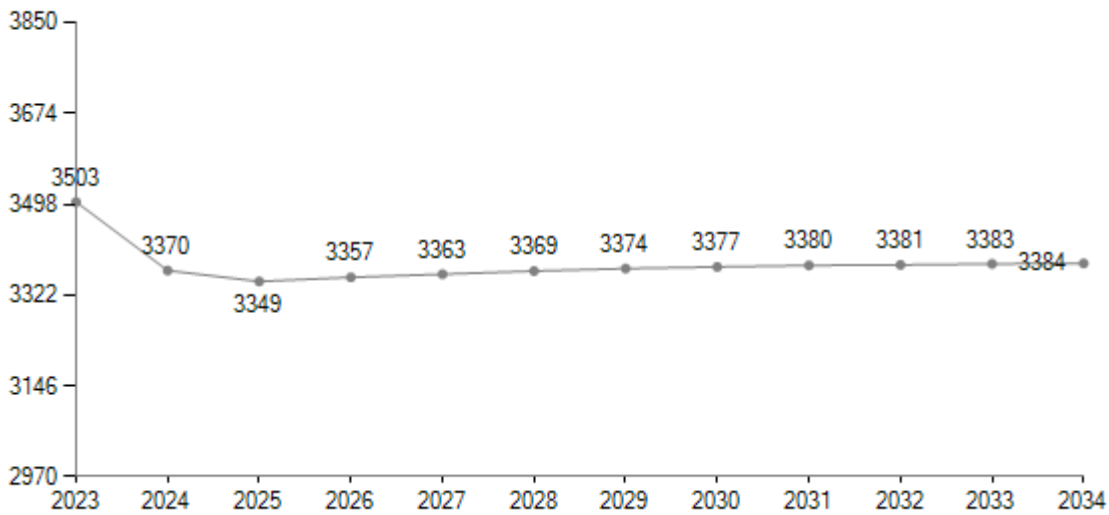


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)