



JOB DESCRIPTION

POSITION TITLE: Sales Representative

POSITION REPORTS TO: COO/CEO

POSITION PURPOSE

Responsible for sales and responding to customer inquiries in compliance with Crossing Borders standards. Personally contacts and secures new business accounts/customers. Provides efficient, friendly service by actively seeking out customers to assess their needs and provide assistance. Provides potential clients with information about Crossing Borders' programs by answering telephones, taking messages, and scheduling appointments. Processes and completes new students registrations and payments and updates student files.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Assumes responsibility for the effective performance of all customer services and sales functions.
 - a. Greets potential and current students, visitors, and customers to provide required assistance, or refers to proper sources of assistance.
 - b. Connects with prospective students by answering incoming phone calls, responding to Web inquiries, or meeting in person to identify educational aspirations and interests.
 - c. Offers and sells Crossing Borders Programs to potential customers and assists them in selecting those best suited to their needs.
 - d. Cold-calls potential customers and follows up on existing accounts to develop and sustain direct customer relationships.
 - e. Organizes and gives tours to customers interested in the programs.
 2. Assumes responsibility for maintaining documents and process according with Crossing Borders process.
 - a. Assists students with registration and payment documentation.
 - b. Receives student documents and ensures that the forms are completed properly.
 - c. Receives payments and collects credit card information from customers.
 - d. Updates sales reports according to Company guidelines.
 - e. Perform reporting functions.
 3. Perform any other duties assigned by your manager.
 - a. Assists in completing sales projects including proposals and marketing.
 - b. Provides office administrative support.
 - c. Functions as teacher substitute.
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QUALIFICATIONS

EDUCATION/CERTIFICATION: High school diploma or equivalent.

REQUIRED KNOWLEDGE: Knowledge of sales and customer service. Bilingual preferred.

EXPERIENCE REQUIRED: 1 year of sales experience or some level of customer service experience.
General office experience helpful, Microsoft Office, Internet.

SKILLS/ABILITIES: Well organized, Good interpersonal and public relations skills.
Demonstrated ability to determine solutions for customers.
Cooperative and willing to assist others.