

Telemarketing Senior Specialist

As a **Telemarketing Senior Specialist** you would be responsible for meeting ANP targets through DtC activities, improving persistency to meet VNP targets and earnings, managing telesales activities in terms of sales, quality, efficiency, working with outsourced call centers in most cost efficient way. You are also responsible for controlling campaign productivity and other KPI's that can change according to company prioritization, stakeholder management and collaboration with outsource call center.

Key Responsibilities:

- Responsible for managing part of DtC sales & retention activities in line with MetLife policy and procedures, local regulation and compliance with ethics to ensure customer satisfaction
- Responsible for meeting the DtC financial targets

Telemarketing Management:

- Interfaces closely with product and marketing departments as well as other stakeholders to launch new campaigns or projects.
- Uses data driven examples to optimize telesales and telemarketing operations.
- Maintains and updates procedures in line with legal and compliance.
- Maintains relationships with external Call Centers and increases the efficiency
- Achieve KPI's and Production included in the budget.
- Creates and follows up a quality plan that enables to assure the high quality of our sales
- Prepares and implements projects, campaigns and other activities aimed to maintain the portfolio entrusted with the Business Partners;
- Prepares and controls the results and the quality reports with an agreed frequency;
- Prepare the needed documentation for each assigned DtC Campaign.
- Search and propose methods to stimulate sales through this distribution line in order to increase sales (competitions, sales script optimization, workshops, etc.);
- Performs product training when it's necessary.

Job requirements:

- University Degree.
- Experience working in Call Center companies in insurance or other relevant industry
- Sales expertise;
- Excellent communication and interpersonal skills by creating formal and informal collaborations
- Proficient English skills (both writing and reading)
- MS Office - Strong knowledge
- Good organizational skills, attention to details and ability to work under pressure
- Orientation towards the client, identifying his needs and finding solutions to increase the degree of loyalty

- Responsibility and compliance with deadlines
- Project management knowledge or experience is a plus

What we offer:

- Friendly environment with multiple career development opportunities
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality
- Various learning & development programs, adapted to your needs and goals
- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster subscription, discount on dental services, additional holiday based on seniority)
- Attractive salary and yearly additional compensation, according to your performance and support for the team
- Good location – close to public transport stations (bus & subway) & remote working capabilities

Send us your CV at RO-hr@metropolitanlife.ro

At Metropolitan Life, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

