

APPOINTMENT SETTER

An appointment setter is an entry-level administrative role. Engaged by an employer to support the sales function, these professionals are charged with contacting cold and/or warm sales leads for the purpose of making initial contact with prospective customer/clients.

Duties & Responsibilities

- An appointment setter calls a predetermined number of prospective customers or clients
- The setter is responsible for engaging the lead by introducing them to the goods and/or services of the company.
- The ultimate objective is to set up a call or meeting between the potential customer and a member of the sales force.

Qualifications

- Appointment setters must be excellent communicators.
- It is important that setters represent their employer in a pleasant and professional manner.
- Documenting and providing all information necessary for an appointment to occur, must also pay close attention to detail.
- Must maintain some standard of technical proficiency, as many organizations use computer-based scheduling software.

Rate: Depends upon experience (TBD)

PROJECT RELATED COMPETENCIES SOLUTION DEVELOPMENT AND DELIVERY

- Assists in physical and logical database design.
- Understands technical and functional design requirements.
- Creates prototypes for client engagements.
- Designs, codes, and tests technical solutions.
- Identifies system deficiencies and recommends solutions.

PROJECT EXECUTION

- Assists in enforcement of development deadlines and schedules.
- Understands the necessity of and contributes to coding standards.
- Develops internal and external meeting objectives and agendas.
- Prioritizes multiple tasks effectively.

PROFESSIONAL QUALITIES

- Displays a positive attitude.
- Demonstrates flexibility in day-to-day work.
- Sets high standards of performance for oneself.

TEAMWORK

- Establishes harmonious working relationships with team members.
- Appreciates each team member's contributions and values each individual member.

CLIENT MANAGEMENT

- Values internal and external clients and responds to their needs as they arise.
- Establishes effective working relationship with clients.
- Follows established communication guidelines.
- Uses good judgment in what and how to communicate with clients.

ORGANIZATIONAL RESPONSIBILITIES

PROFESSIONAL DEVELOPMENT

- Understands the professional development process and becomes actively involved by setting challenging goals and meeting them through continuous learning.
- Seeks input from mentors and supervisors.
- Actively applies feedback received to day-to-day work and strives to improve performance.

INTERNAL OPERATIONS

- Accurately completes and submits time and expense reports in a timely manner
- Accurately completes and submits status reports in a timely manner.
- Complies with all company policies and procedures.