

Wellness Consultant

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Company: United HR Solution

Location: Mumbai (WFH)

Category: other-general

Job Description:

Customer Service:

Serve as the first point of contact for all leads received from various sources communicating via inbound/outbound calls, chat, email, or text.

Respond promptly and professionally to client messages via various communication channels, including email and chat.

Listen attentively to the client's needs, concerns, and feedback, demonstrating empathy, care, and understanding.

Provide accurate and timely responses to customer inquiries, addressing all requests effectively.

Educate all clients on our program/product features, benefits, and usage to enhance their experience and satisfaction.

Maintain comprehensive knowledge of programs/products/services, pricing, promotions, and policies to assist customers effectively.

Understand the client's needs and match our programs/products and services to match those needs.

Sales:

Identify opportunities to present our services to clients based on their needs and preferences.

Present sales promotions, discounts, and incentives to customers, encouraging purchase decisions and creating urgency.

Actively listen for cues and signals indicating potential sales opportunities during customer interactions.

Use persuasive communication techniques to promote products/services and overcome objections.

Guide clients through the onboarding process, ensuring a smooth and positive experience.

Educate clients on program details, expectations, and available resources during the onboarding phase.

Collect and document necessary information to create client profiles and maintain accurate records.

Meet or exceed sales targets and quotas set by management, contributing to overall sales revenue growth.

Relationship Building:

Build rapport and trust with customers by providing personalised and attentive service.

Maintain positive and professional relationships with customers, fostering loyalty and repeat business.

Follow up with customers to ensure satisfaction, address any unresolved issues, and promote additional products/services as appropriate.

Act as a brand ambassador, representing the company's values and commitment to customer satisfaction in every interaction.

Documentation and Reporting:

Document customer interactions and sales activities accurately and thoroughly in the CRM

system.

Provide regular updates and reports to management on sales performance, trends, and opportunities for improvement.

Collaboration and Training:

Collaborate with cross-functional teams, including marketing and product development, to stay informed about new offerings and promotional campaigns.

Participate in ongoing training to enhance product knowledge, sales techniques, and customer service skills.

Skills Requirements:

Proven experience in sales and customer service, preferably in the healthcare or wellness industry.

Excellent verbal and written communication skills.

Ability to handle high call volumes while maintaining a positive and professional demeanor.

Strong organizational skills and attention to detail.

Familiarity with CRM software and call center tools.

Certification in wellness coaching or related fields is a plus.

Contact Person: Ami Soni (unitedk@uhr.co.in)

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