



Job Title: ISA - Mandarin Speaker

Reporting to: Sales Manager / Account Manager

As an Inside Sales Agent (ISA) - Mandarin Speaker at BBVA, you will be responsible for driving lead generation, qualifying prospects, and setting appointments for our clients. Working remotely, you will engage with potential clients using Mandarin as the primary language, ensuring smooth communication and generating valuable sales opportunities.

Expectations:

- Deliver high-quality lead generation and sales support in Mandarin to contribute to the client's business growth.
- Maintain professionalism and ensure all communications are clear, courteous, and timely.
- Use effective sales techniques to convert leads into appointments and qualified opportunities.
- Collaborate with the sales team to meet targets and maximize conversions.

Duties and Responsibilities:

- Conduct outbound calls in Mandarin to prospective clients and qualify them based on predefined criteria.
- Follow up on inbound leads to convert them into qualified opportunities.
- Schedule appointments for the sales team and ensure a smooth transition of qualified leads.
- Maintain accurate records of all prospect interactions in CRM software.
- Work with the sales team to track progress, resolve issues, and optimize the lead-generation process.
- Meet and exceed monthly targets for lead generation and appointments set.
- Provide feedback and insights to improve the lead-generation process.

☎ 215-346-6211

✉ admin@beyondbizva.com

📍 Pennsylvania, USA



BEYOND BUSINESS
VIRTUAL ASSISTANTS

Deliverables:

- Timely and accurate scheduling of appointments for the sales team.
- Efficient handling of inbound and outbound communications with prospective clients.
- Well-documented CRM records to track lead status and follow-up actions.
- Achievement of monthly lead generation and appointment-setting targets.

Communications/Interactions with BBVA and the Client:

- Timely and accurate scheduling of appointments for the sales team.
- Efficient handling of inbound and outbound communications with prospective clients.
- Well-documented CRM records to track lead status and follow-up actions.
- Achievement of monthly lead generation and appointment-setting targets.

Knowledge/Skills:

- Fluency in Mandarin (both spoken and written).
- Proven experience in sales or telesales, preferably in B2B or B2C environments.
- Strong communication and persuasion skills with the ability to engage prospects effectively.
- Experience using CRM software and sales tools.
- Ability to work independently with minimal supervision.
- Goal-oriented and self-motivated with the ability to meet targets.
- Adaptability and flexibility to respond to client needs and business priorities.

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