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Call Center Sales Operator – Italian Market (ONSITE | FULL-TIME)

Description

SEE® is recruiting on behalf of a confidential international client operating in the medical and aesthetic tourism sector.

We are looking for a motivated and results-oriented **Call Center Sales Operator** to join an international sales team serving customers in **Italy**.

You will be responsible for contacting prospective customers, understanding their needs, providing information about available services, following up with leads, and helping convert enquiries into consultations and bookings.

Responsibilities

Key Responsibilities

- Contact new and existing leads by phone.
- Communicate professionally with customers in the **Italian market**.
- Understand customer needs and qualify potential clients.
- Present medical and aesthetic tourism services in a clear and professional manner.
- Handle customer questions, concerns, and objections.
- Follow up consistently with interested leads.
- Convert qualified leads into consultations and bookings.
- Maintain accurate customer and lead information in the CRM.
- Follow established sales scripts, processes, and quality standards.
- Meet individual and team sales targets and KPIs.
- Work closely with the Sales Supervisor and other team members.
- Provide a professional, trustworthy, and positive customer experience throughout the sales process

Qualifications

Requirements

- **Fluent Italian** – excellent spoken and written communication is essential.
- Previous experience in **call center, telesales, inside sales, customer service, or a similar role** is preferred.
- Confident and professional telephone manner.
- Comfortable making outbound sales calls and following up with customers.
- Strong persuasion, negotiation, and objection-handling skills.
- Customer-focused and commercially minded.
- Target-oriented and motivated by achieving results.
- Ability to build trust and rapport with customers over the phone.
- Ability to work with CRM systems and computer-based tools.
- Good organisational and time-management skills.
- Ability to work effectively as part of a team.
- **English language skills are an advantage.**

Hiring organization

SEE® – Seferi Engineering Enterprises

Employment Type

Full-time

Industry

Medical Tourism

Job Location

Tirana, Albania

Date posted

September 2, 2026

Previous Experience in These Areas Is a Plus

- Medical tourism
- Dental tourism
- Aesthetic or cosmetic services
- Healthcare
- Hospitality
- Travel and tourism
- International sales
- Call center telesales
- Experience working with Italian customers

Job Benefits

What We Offer

- Full-time position within an international sales operation.
- Opportunity to work with customers from the **Italian market**.
- Professional and supportive team environment.
- Structured onboarding and training.
- Competitive salary and performance incentives.
- Performance-based career development opportunities.
- Opportunity to grow within the sales organisation.