



SEE®

<https://see.co.com/careers/call-center-sales-supervisor-medical-aesthetic-tourism/>

Call Center Sales Supervisor – Medical/Aesthetic Tourism (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 an experienced **Call Center Sales Supervisor** to lead and supervise a team of sales operators responsible for managing international patient leads and converting enquiries into consultations and treatment bookings.

The role is ideal for someone with a strong background in **telesales, call center operations, team supervision, and customer conversion**, preferably within **medical tourism, healthcare, aesthetics, hospitality, travel, or another high-value service environment**.

About the Role

As Call Center Sales Supervisor, you will be responsible for the day-to-day performance of the sales team, ensuring that leads are contacted efficiently, customers receive a high-quality experience, and commercial targets are achieved.

You will work with international markets including the **Netherlands, United Kingdom, and Italy**, communicating with prospective patients and helping the team turn enquiries into qualified consultations and bookings.

Responsibilities

- Supervise and coordinate a team of **Call Center Sales Operators**.
- Monitor daily call activity, lead follow-up, conversion rates, appointments, and sales performance.
- Ensure all incoming leads are contacted quickly and managed according to established sales processes.
- Coach operators on **phone sales techniques, objection handling, qualification, follow-up, and closing**.
- Listen to calls and provide structured feedback and performance coaching.
- Track and report key **KPIs and sales metrics**.
- Identify performance issues and implement corrective actions and improvement plans.
- Ensure accurate and consistent use of the company's **CRM and lead management systems**.
- Help establish and improve call scripts, sales processes, follow-up procedures, and customer communication standards.
- Work closely with management and other departments to improve lead quality, conversion, and customer experience.
- Maintain high standards of professionalism when communicating with international customers.
- Support the recruitment, onboarding, training, and development of new sales operators when required.
- Motivate the team and create a performance-oriented but supportive

Hiring organization

SEE® – Seferi Engineering Enterprises

Employment Type

Full-time

Industry

Medical Tourism

Job Location

Tirana, Albania

Date posted

September 2, 2026

working environment.

- Escalate important customer or operational issues to management when necessary.

Qualifications

Essential:

- Minimum **2 years of professional experience** in a supervisory, team leader, sales, or call center management role.
- Proven experience **supervising or managing a sales/call center team**.
- Strong experience in **telesales and phone-based sales**.
- Experience working with leads, follow-ups, customer qualification, objections, and conversion.
- Professional fluency in **English**.
- Professional fluency in **Italian**.
- Experience in **medical tourism, aesthetic tourism, healthcare, dental tourism, clinics, travel, hospitality, or a related international service industry**.
- Strong communication, leadership, coaching, and problem-solving skills.
- Comfortable working with **CRM systems, call management tools, and performance dashboards**.
- Strong understanding of sales KPIs and conversion metrics.
- Ability to work with international customers and different cultural expectations.
- Highly organised, proactive, and results-oriented.

Nice to have:

- **Dutch language skills**.
- Previous experience with Dutch or UK markets.
- Experience managing high-volume inbound/outbound leads.
- Experience with dental, cosmetic, aesthetic, or elective medical services.
- Experience working with international patient acquisition.
- Experience with CRM platforms, VoIP/call center systems, and reporting tools.

Job Benefits

- Opportunity to join an international **medical and aesthetic tourism operation**.
- A leadership position with direct responsibility for sales team performance.
- Work with international markets and customers.
- Professional and performance-driven environment.
- Opportunity to develop into a broader **Sales / Call Center Manager** role.
- Competitive compensation based on experience and performance.
- Training and professional development opportunities.