



**Position Title:** Sales Representative

**FLSA:** Exempt

**Reports to:** Chief Marketing Officer (CMO)

**Direct Reports:** No

### **General Summary**

Sells business solutions to commercial customers. May sell more complex telecommunications equipment to residential customers. Follows up on sales leads and informs and educates potential customers of available products and services. Defines potential customer needs, finds solutions, develops proposals and sales presentations, and closes the sale. Maintains contact with existing customer base to capitalize on new sales opportunities. Follows up with customers to ensure customer satisfaction.

### **Essential Job Functions**

- Sells business solutions and telecommunications equipment by identifying, researching and contacting potential customers.
- Follows up on sales leads from technicians, customer experience representatives, advertisements, and promotions. Informs and educates potential customers of available products and services.
- Collaborates with marketing team on sales strategies and promotional activities.
- Defines potential customer needs, find solutions, develops proposals and sales presentations, and closes the sale. Works with network and plant staff on identifying complex customer solutions.
- Prepare necessary documentation to complete the sale.
- Develop and maintain accurate records for customer relationship management to assist with customer retention and drive sales growth. Be able to provide regular status reports to management.
- Maintains contact with existing customer base and capitalizes on any new sales opportunities by introducing new technologies, products and services to support client operations.
- Provide feedback regarding customer concerns and work collaboratively towards a solution.
- Follows up with customers following installations and alterations to ensure an excellent customer experience. May serve as a liaison for all account issues.
- Stays up-to-date on industry trends and competitors.
- Establish long-term, ongoing repeat relationships and promote services through attending conventions, trade shows, community events, meetings, etc.
- Must be available to work hours that vary from regular NCC business hours. Position may require some evening and weekend hours.

- Performs all other related duties as assigned by management.\*

### **Knowledge, Skills and Abilities**

- Knowledge of telecommunications technology, products and services.
- Knowledge of marketing and sales practices and principles.
- Strong interpersonal skills for building relationships with internal teams and external partners.
- Excellent communication skills, both written and verbal.
- Ability to pay close attention to detail.
- Ability to keep abreast of new development projects, events and organizations in the area.
- Ability to work independently.
- Skill in identifying and resolving customer problems.
- Creative thinking and problem-solving abilities.
- Organizational and time management skills for managing multiple projects and deadlines.
- Skill in persuasion techniques.
- Skill in negotiating.
- Ability to make sound decisions using information at hand and/or to find the information needed to make the decision.

### **Education and Experience**

High school diploma or equivalent plus one to three years of previous sales experience required.

### **Physical Requirements**

Must be able to remain in a stationary position much of the workday and occasionally move about office setting to access office equipment. Positioning self to maintain files, the ability to move items across the office, the ability to observe details at close range and communicate information with others are necessary to the position. Must be able to move about outside of the office setting and some exposure to outside elements.

### **Working Conditions**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.



\*The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.