

Sales Representative

Department: Sales

Reports To: General Manager

FLSA Status: Exempt

General Summary

Primarily sells managed service solutions to commercial customers. May sell more complex telecommunications equipment to customers. Researches and determines likely customers for equipment and services. Responds to inquiries. Informs and educates potential customers of services available. Follows up on installations and alterations to ensure customer satisfaction. May assist with general marketing activities.

Essential Job Functions

Sells business managed service, telecommunications solutions, and telecommunications equipment by identifying, researching and contacting potential customers.

Responds to product and service inquiries. Informs and educates potential customers of available products and services.

Maintains contact with existing customer base and capitalizes on any new sales opportunities within this customer base.

Follows up with customers following installations and alterations to ensure customer satisfaction.

May assist with general marketing activities.

Performs all other related duties as assigned by management.*

Knowledge, Skills and Abilities

Knowledge of managed service, telecommunications technology, products and services.

Knowledge of company policies and procedures.

Knowledge of company products and services.

Knowledge of marketing and sales practices and principles.

Skill in operating various office equipment such as personal computer, various software programs and telephone systems.

Skill in oral and written communication.

Skill in persuasion techniques.

Skill in negotiating.

Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.

Ability to organize and prioritize multiple work assignments.

Ability to make sound decisions using information at hand.

Ability to successfully complete company training and 30 day road map.

Education and Experience

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

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

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.