

North Dakota Telephone Company
Outside Sales Specialist

Department: Sales & Service
FLSA Status: Exempt
Job Status: Full Time
Reports To: Account Executive

POSITION SUMMARY

Primarily responsible for contacting business customers to provide state-of-the-art telecommunications services and equipment solutions, which will provide the company with increased revenues and superior customer service for customers in our area. This position is also responsible for managing the accounts after the sale to ensure customer satisfaction with NDTC.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities

- Develops leads and maintains positive, productive relationship with business customers to attract and retain desired sales volume to increase usage and knowledge of telecommunications services, and to expand awareness of new and enhanced service offerings.
- Analyzes business customers telecommunication needs. Prepares and presents proposals for new and/or additional products and services. Proposals should include a detailed network, hardware or broadband solution to business customers as well as product demonstrations when applicable. (Business Customer telecommunications needs are defined as both regulated and non-regulated services.)
- Prepares sales contracts and all associated documents required in the completion of a sale. Sales are to include but are not conclusive of the following: Regulated services such as features, lines and trunks, small business systems, key systems, PBXs, broadband internet, computer networks and surveillance camera systems.
- Responsible for gathering information, preparing the database and detailed layouts for the installation of systems.
- Provides assistance and proficient direction on sales of services and products to business customers.
- Responsible for customer training required for phone systems and follow-up as needed.
- Schedule and perform product demonstrations with potential customers.
- Develops good client relationships by representing NDTC with a positive and enthusiastic attitude.
- Maintains customer relationships with periodic telephone and premise visits to ensure ongoing customer satisfaction with all services purchased from NDTC. This includes keeping customers informed of current upgrade offerings or changes to their telecommunication services.
- Develops and maintains good working relationships with other NDTC departments.
- Assists Account Executive in determining company product needs and requests by staying current with changes and developments in the telecommunications industry.
- Attends training on new products and services.
- Presents a professional manner, personally, and as an image of the company.
- Performs all other related duties as assigned by Account Executive or management. *

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

POSITION QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of all communications technologies, products, and services.
- Knowledge of company products and services.
- Knowledge of marketing and sales practices and principles.
- Knowledge of company policies and procedures.
- Skill in operating various office equipment such as a personal computer, copiers, fax, etc.; various software programs; and telephone systems.
- Skill in oral and written communications

- Skill in persuasion techniques.
- Skill in negotiating.
- Ability to identify potential customers and evaluate their telecommunications needs.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to assist customers with set-up, training, etc. to ensure customer satisfaction.
- 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 and pay close attention to detail.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to identify/resolve problems in a timely manner, making sound decisions using information at hand.
- Ability to calculate figures and amounts as applicable for the job duties.
- Ability to operate a motor vehicle and travel daily as needed to meet with customers/potential customers.
- Ability to travel overnight as required for training, meetings, and conferences.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school; or 6 months to one year related experience and/or training in sales/marketing field; or equivalent combination of both. Proficient knowledge and use of computers is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License and maintaining insurability under the Company's insurance plan is required.

PHYSICAL DEMANDS / WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, talk, hear, stand, walk, sit, reach with hands and arms; lift and/or move up to 25 pounds. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, and color vision.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Note: 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 in this classification. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.