

**JOB TITLE: Manager, Direct Sales**

DIVISION: Sales

DEPARTMENT: Direct Sales

**JOB SUMMARY**

- The Manager, Direct Sales is responsible for the day-to-day operations of the residential field sales team, implementing outside sales programs and incentives, collecting competitive information and execute event sponsorships.
- The Manager, Direct Sales will be responsible for achieving revenue growth unit (RGU) and net gain objectives.
- The Manager, Direct Sales will assist with negotiating contracts for key sales partnerships and maintaining effective relationships with these key partners.
- The Manager, Direct Sales reports to the Director, Residential Customer Sales.
- Direct reports to this position include the Direct Sales Supervisors.

**ESSENTIAL JOB FUNCTIONS**

The Manager, Direct Sales is accountable for:

- Monitoring the daily/weekly work activities of the Direct Sales Supervisors;
- Provide coaching and motivation to meet and exceed standards of performance;
- Designing and launching effective sales contests and incentives;
- Acquiring competitor information and creating competitive sales plans to counter competitive offers;
- Managing/coordinating, executing, and monitoring customer events such as tradeshow, sponsorships, lobby events, and other industry events;
- Assisting in contract negotiations;
- Provide Direct Sales Supervisors with timely notification and follow-up regarding new/updated policies and procedures;
- Immediate and consistent recognition of positive forces on assigned teams;
- Immediate and consistent discipline of all employees on assigned teams;
- Creating and maintaining successful interdepartmental relationships;
- Conducting all business in an ethical manner;
- Attending and participating in all scheduled team meetings;
- Adhering to and enforcing all Company policies and procedures, including the EEO and safety guidelines, at all times;
- Perform any miscellaneous departmental duties as needed.

**JOB REQUIREMENTS**

Education and Experience

- High School diploma or equivalent – required
- Associates degree in business, sales, or marketing - preferred
- 5 Years of door-to-door/face-to-face sales experience – highly preferred
- Customer focused with a proven track record of success in achieving/exceeding growth and profitability goals – required
- General knowledge of residential Cable TV, Internet, and Phone services – desired
- Proficiency in using personal computers and software applications, i.e. Microsoft Word and Excel – required.

Core Competencies

- Agile – Embraces change; adaptable and flexible; sense of urgency;
- Innovative – Uses critical thinking; Creativity; Continuous learning; Challenges the status quo;
- Customer Focused – External/Internal; Creates the exceptional customer experience; demonstrates a sales and service mentality;
- Collaborative – Teamwork, Proactive knowledge sharing, Constructive Conflict;
- Accountable – See it, Own it, Solve it, Do it; Hold each other accountable.

Job Specific Competencies

- Develop Employees – Assembles talent; Coaches; Empowers; Teachers; Mentors;
- Deliver Results – Strategic planning & execution; Makes decisions in the best interest of the Company; Knows & responds to business climate; Manages ambiguity;

- Display Leadership – Role model; Communicates vision; Displays emotional maturity (EQ); Manages risks; Resilient; Demonstrates business acumen.

Skills required

- Speaks, reads and writes English in clear, concise sentence structure with accurate spelling
- Demonstrates good written and verbal communication skills
- Demonstrates effective problem-solving ability
- Demonstrates good organizational skills
- Demonstrates effective selling/closing skills
- Present self positively to the public

Other Requirements

- Demonstrates positive attitude under pressure to customers and coworkers;
- Punctuality and good attendance;
- Verbalizes an interest and commitment to meeting goals of Buckeye CableSystem through assisting customers;
- Background record that meets Company standards;
- Reliable means of transportation at all times;
- Present professional appearance and demeanor;
- Strictly maintains confidentiality of financial and/or other information acquired in the course of work; discloses only when authorized, unless legally obligated to do so.

**PHYSICAL DEMANDS**

Walking, kneeling, standing, stooping, sitting, driving, hearing, talking, vision (close, distant, color, depth perception, adjust focus), and use of hands and fingers.

**WORKING CONDITIONS**

- The Manager, Direct Sales is an exempt position, typically working 40+ hours per week with additional hours as needed to meet sales quotas or attend events, including weekends, evenings, and/or holidays.
- The Manager, Direct Sales is required to drive on the job as needed and is subject to regular MVR checks. He/she must maintain a valid driver's license and maintain a driving record that meets Company standards for an insurable driver at all times. Any time these conditions are not met, he/she must not drive on the job and must immediately report it to their Manager.
- The Company is a drug-free workplace. Employees are required to adhere to the Company's drug-free workplace programs and policies. Pre-employment testing is mandatory along with random testing throughout employment.
- The duties assigned, the hours worked and the position status are subject to change as the needs of the company changes.

**USE OF COMPANY RESOURCES, EQUIPMENT, AND CONFIDENTIAL INFORMATION**

Company resources, equipment, and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of Company resources, equipment, or information is strictly prohibited. Any unauthorized use of customer data or any other company information gained via any company resource is a breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources, equipment information, and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my Manager's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks.