



COMPANY: MaxxSouth Broadband
JOB TITLE: Business Service Representative
DEPARTMENT: Sales

JOB SUMMARY:

- Develop leads, contact prospects, schedules appointments and closes opportunities;
- Contacts cold and warm prospects through a combination of telephone and in-person calls to obtain appointments;
- Maintains personal performance and contact information including contact database, activity reporting and sales forecasts;
- Utilizes appointments to determine customer needs and preset MaxxSouth business service solutions;
- Assists customers and prospects in attaining their goals through proper utilization of MaxxSouth products and services to ensure goodwill between customers and MaxxSouth;
- Monitors competitive activity and market conditions, providing feedback and suggestions to management regarding new product additions and deletions;
- Participates in trade shows, industry events, customer entertainment activities, sales meetings, training programs and conferences as directed.

ESSENTIAL JOB FUNCTIONS:

- High school education or equivalent, college degree preferred, but not required;
- Winning “can-do” attitude and strong work ethic as evidenced by track record or success in business, education and extracurricular activities;
- Excellent oral and written communication skills;
- Business to business sales experience recommended;
- Telecommunications, cable, wireless, networking sales experience strongly preferred;
- Understanding of bulk strategies and capital expense strategies.
- Insuring the confidentiality of all customer information;
- Working continuously with co-workers as a team to achieve the goals of Customer Operations;
- Using their own good judgment when servicing the needs of our customers;
- Actively promoting the sales and retention of the Company’s services to our customers and co-workers to achieve an above average sales performance monthly;
- Performance of assigned duties that are within acceptable margins of the department’s goals;
- Meeting the standards set forth by the Customer Relations Supervisor;
- Use of professional speech and a pleasant tone with all customer interactions;
- Following and enforcing the Company’s policies and procedures, including the EEO guidelines, at all times;
- Performing any miscellaneous departmental duties as needed.

JOB REQUIREMENTS

Education and Experience

- High school education or equivalent, college degree preferred, but not required;
 - Winning “can-do” attitude and strong work ethic as evidenced by track record or success in business, education and extracurricular activities;
 - Excellent oral and written communication skills;
 - Business to business sales experience recommended;
 - Telecommunications, cable, wireless, networking sales experience strongly preferred;
 - Understanding of bulk strategies and capital expense strategies
- Core Competencies**
- Agile - Embraces change; adaptable and flexible; sense of urgency;
 - Innovative - Uses critical thinking; Creativity; Continuous learning; Challenges the status quo.



- Customer Focused -Creates the exceptional customer experience; demonstrates a sales and service mentality
- Accountable - See it, Own it, Solve it, Do it; Hold each other accountable.

Job Specific Competencies

- Delivering High Quality Work - Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate. Seeks additional work after finishing tasks.
- Job Knowledge - Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

Other Skills & Requirements

- Must have adequate transportation to work any location as assigned.
- Punctuality and good attendance;
- Acceptable background verification, including legal, education, work, etc.;
- 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:

May include walking, kneeling, standing, stooping, sitting, driving, climbing, hearing, talking, use of hands and fingers, vision. May lift up to 20lbs

WORKING CONDITIONS

- The Business Service Account Executive is a non-exempt position. The regular working hours may vary to accommodate the needs of the department.
- Overtime as assigned.
- Daily Driving within your assigned territory
 - 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.

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.