



JOB DESCRIPTION

JOB TITLE: Business Service Representative
DIVISION: Business Operations
DEPARTMENT: Direct Sales

JOB SUMMARY

- The Account Executive is responsible for business development by selling MaxxSouth Broadband Business Class products and services, by generating new business leads and achieving or exceeding a predetermined monthly revenue goal by representing the small to mid-size business segments. sales, operations, and development objectives.
- The Account Executive reports to the Director, Business Class Operations There are no direct reports to this position.

ESSENTIAL JOB FUNCTIONS

The Account Executive is accountable for:

Driving business growth by:

- Identifying, contacting and building relationships with prospective customers through a combination of telephone and in-person cold calls, networking and referrals to obtain face-to-face appointments.
- Determining customer needs and designing a tailored, cost effective solution and sales plan for each account using a consultative approach.
- Making sales presentations to customers by using selling techniques to leverage the position of BBBC and promote the products and services we offer.
- Creating quotes that actively depict BBBC's value proposition and its competitive differentiation in comparison to the customer's current service provider.
- Leading negotiations, coordinating the decision-making process and overcoming objections to close the sale.

Maintaining business relationships and become customer's trusted advisor by:

- Building and strengthening relationships with existing customers by providing quality customer service, developing future business opportunities, and gaining referrals.
- Researching current accounts to determine if customer is maximizing our products and services, determine a cost effective solution to help solve business challenges and effectively communicate BBBC's value proposition.
- Acting as the customers' advocate within the Business Class organization.
- Maintaining accurate and timely orders, service qualifications and any necessary paperwork that is relevant to the sales process.
- Maintaining customer database by recording all activities, transactions, and communications with customers.

Exercising independent judgement and discretion in the performance of duties and meeting customer expectations by:

- Meeting and/or exceeding sales objectives and monthly revenue quotas, and building new revenue by selling telecommunications products and services to small and mid-market (SMB) accounts;
- Remaining current on technical information regarding products and services as well as the competitive landscape.
- Working on special projects or assignments as assigned by business class management.
- Attending weekly department meetings to confirm project expectations & deadlines.
- Working as a member of the team to meet the performance standards of Business Class Operations.
- Following and enforcing the Company's policies and procedures, including the EEO guidelines and safety, at all times.
- Performing any miscellaneous department duties as needed.

JOB REQUIREMENTS

Education and Experience

- High school diploma or GED – required
- Associates degree – preferred
- Previous experience with quota based sales - required
- Telecom business-to-business sales experience – strongly preferred
- Advertising or marketing sales experience – preferred
- Strong working knowledge in Microsoft Office programs, specifically Office, Excel, Word, and Outlook – required

Skills

- Demonstrates ability to work in fast-paced environment driven by ambitious revenue goals.
- Demonstrates ability to present self positively to public and coworkers.
- Adaptable to change and demonstrated ability to meet deadlines.
- Ability to recognize needs and initiate resolutions to meet customer needs with little or no supervision;
- Effective oral and written communication skills.
- Must be able to develop, build and maintain strong relationships with sales team, partners, vendors, and customers.
- Displays exceptional work ethic, time management, and organization skills.
- Ability to create convincing proposals and documentation.
- Knowledge of voice, data, and video services typically offered by telecommunication service companies.

Other Requirements

- Background record that meets Company standards.
- Valid driver's license and driving record that meets company standards at all times.
- Reliable means of transportation at all times.
- Punctuality and good attendance.
- 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. Light lifting of 25 lbs. is occasionally needed.

WORKING CONDITIONS

- The Account Executive is a full-time salaried, commissioned exempt position. The regular work hours are 40 hours a week. These hours may vary to accommodate the needs of the department.
- The Account Executive works in an automated business office environment with business office equipment including telephones, personal computers, copy machines, and FAX equipment.
- The Account Executive 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 his/her supervisor.
- The Company is a drug-free workplace. All 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 continued employment.
- The duties assigned, the hours worked, and the status of this position is 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.