

TCT

Inside Sales Representative

POSITION DESCRIPTION

In keeping with our mission for providing high quality telecommunications services, being leaders in our local communities, and operating with cooperative philosophy, while providing for the financial well being of the cooperative and its members.

This position supports the company's mission statement by providing customer sales and support, improving customer loyalty, and promoting the cooperative in business and community

Position Title: Inside Sales Representative

Division: TCT

Department: Marketing

Status: Full-time/Non Exempt

Supervisor Title: Sales Manager
(assigns work, gives direction and answers questions)

Evaluators: Sales Manager
(Evaluates work of employee)

In-put: Sales Manager
Director of Marketing
Feedback from Customers
Feedback from Employees

Direct Reports: N/A

By: HR

Tri-County Telephone

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Core Responsibilities

1. 35% **Sales:** Sells customer premise equipment, accessories, features and services that include, but are not limited to cellular plans, long distance, calling features, digital TV and high speed Internet and retail items to customers for the purpose of assisting the company in achieving its desired revenues. With current customers, determines need for additional products and services to promote with the customer. Uses appropriate and ethical sells techniques to close a sale. Conducts cold calls when necessary. Maintains database to track leads, sales calls, completed sales, for the purpose of ensuring sufficient data and records exist to effectively plan for the sales effort. Task may include discussing current and future needs of customer, developing a sales proposal, presenting proposals and quote to potential customers, setting date to begin installation or repair, coordinating with other departments within the company, ensuring proper equipment is in stock, and ordering equipment and inventory. Maintenance or development of spreadsheets or other reports for comparison and goal setting purposes. Monitored by the Sales Manager according to the marketing plan and reviewing service orders and sales totals.
2. 10% **Promotion and Marketing:** Helps plan sales events by suggesting which products and services should be marketed, packing and transporting items for event, assist in setting up, working, and cleaning up at events. Assist marketing team by researching new services and products, industry trends and changes and reporting this information. Promotes company products and services for the purpose of ensuring customers are aware of the products and services which meet their needs though print, social media, and other avenues. Tasks may include assisting with attending community gatherings, fairs and expos, preparing direct mail and media advertisements to promote company image and sales, reporting research or ideas for marketing team consideration, assisting with audio, video or other production activities as needed. Monitored by SC Manager and Director of Marketing via email, event attendance, various marketing campaigns and feedback from customers and potential customers.
2. 20% **Customer Service:** Provides customer service for the purpose of ensuring the customer is satisfied with the services and products provided by TCT including issuing service orders. Tasks may include assisting CSR's with customer inquiries by phone and at the sales area, evaluating customer needs and promoting services that may fulfill their needs, promoting customer retention, assisting with development of promotional literature, assisting with customer retention program development and implementation, and attending community gatherings, fairs, and expos. Monitored by the Sales Manager and through feedback from customers or other employees.
3. 20% **Deposit/Record Keeping:** Maintains records for the purpose of ensuring sufficient records

exist to support company operations. Makes the daily deposit accounting for all payments. Tasks may include assisting Purchasing Coordinator maintain records for Internet, Cellular, Resale Inventory and Resale Invoices. Monitored by the Sales Manager through regular checks and by reviewing records.

4. 15% **Department Assistance:** Assists the Sales Manager in all areas of the department for the purpose of ensuring all marketing functions are carried out on behalf of the company. Tasks may include gathering data and information for the internal and external newsletters, producing and distributing internal newsletters, attending business and community events as needed, attending industry meetings, and conferences as needed, assisting with internal and external product training, opening and closing of store, and performing other duties assigned or deemed necessary. Monitored by the Sales Manager as work assignments are given and completed.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

RESPONSIBILITIES:

This position requires the ability to work with a team to solve problems and complete tasks. Information will have to be obtained from others and provided to others in the form of informal and formal training and coaching. External contact at all organizational levels will be necessary. Negotiation skills, persuasion, and diplomacy will be utilized with other departments, customers, and vendors. Participation in operational and strategic planning will be expected.

LATITUDE:

Duties are defined, consistent, and assigned with the performer planning and arranging tasks in order to complete duties. While some problem solving occurs within a team structure, most of the time it is accomplished independently and requires extensive industry knowledge. Most decisions not effecting other departments can be made independently. Purchase decisions involving commitments up to \$500 can be made.

IMPACT OF POSITION:

Successful completion of job duties results in increased revenues for the company through increased sales of products and services. While errors are usually detected quite easily no later than the next phase of operations, they could result in moderate monetary effect.

CONTACT:

There is daily phone, written, and face-to-face interaction with employees throughout the company in order to complete work tasks.

Daily phone, written, and face-to-face contact occurs with customers while vendors are contacted weekly by phone and through written means in order to market, exchange information, negotiate, and promote the company.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

High school diploma, required.

Associate's degree in business or marketing, preferred.

SKILLS:

Human relations

Conceptual

Decision-making

Problem solving

Writing

Oral Communication

Phone

Math

Computer

Sales

EXPERIENCE:

One year marketing, preferred.

One year public relations, preferred.

Two to three years customer service, preferred.

Two to three years sales, preferred.

LICENSE:

Valid KS driver's license and a good driving record, required.

EQUIPMENT:

Computer and other general office equipment.

PHYSICAL:

Occasional bending, carrying, lifting, and squatting, and twisting, required.

Frequent manual dexterity and visualizing of a computer screen, required.

TRAINING:

Completion of training within the company on features and services by the end of six months.

Ongoing training as required by the company.

WORK CONDITIONS:

Office environment.

OTHER:

Occasional overnight travel, required.

Occasional road travel, required.

Occasional overtime, required.

Occasional air travel, required

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: