

Job Description
Job Title: Sales Representative
Job Code:

Department: Sales	FLSA Status: Non-Exempt
Reports To: Sales Supervisor	Grade:
Prepared By: Human Resources	Effective Date: January 1, 2010

SUMMARY

The Sales Representative cultivates new residential and business accounts by providing product and pricing information to inbound callers. [Additionally, this person will be responsible for outbound calling to solicit sales in various programs as assigned by the company.](#) This position is also responsible for following precise guidelines for completing sales order forms.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Adhere to Sales script to answer calls from potential customers regarding Sage telephone service; identify and discuss customers' telephone service needs; provide Sage product and pricing information, emphasizing Sage savings opportunities and using assumptive sales and rebuttal techniques to close the sale
- Review customer service records using outside vendor's Internet based application to verify current telephone service options and billing information
- Meet or exceed all statistical goals and sales quotas as defined by Sales Management, such as Conversion Rate, Not Ready Time (NRT), Log In Percentage, and Quality
- Complete customer sales order forms and input customer information into Sage systems, following all company and departmental procedures for order processing
- Will be required to attend weekly sales meeting during normally scheduled working hours (approximately 30 minutes) to discuss departmental issues or concerns, updates, and weekly sales statistics; may be required to work varied schedules and/or mandatory overtime to meet department needs, especially during high call volume hours
- Complete all necessary paperwork for special programs
- Call customer to provide follow up when necessary
- Complete special projects and perform other duties as assigned

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent phone etiquette and oral communication skills
- Ability to understand residential and business customer needs and must be knowledgeable in interpreting various carrier CSR data
- Ability to turn objections and/or negative comments into business opportunities
- Must be customer service driven, detail-oriented, and a team player
- High level of confidence
- Typing and 10 key data entry skills
- Ability to talk and type simultaneously
- Willingness and ability to immediately adapt to changes in policies and procedures
- Working knowledge in a Windows-based environment
- Ability to perform basic mathematical calculations
- Must be able to meet departmental attendance requirements

EDUCATION, TRAINING, AND EXPERIENCE and OTHER REQUIREMENTS

- High School Diploma or general education degree (GED); and/or six month's related experience and/or training; and/or equivalent combination of education and experience
- Minimum 1 year sales experience. Prefer compensation to be driven by sales performance.
- Minimum 6 months of call center experience, preferably in a call center environment
- Must successfully complete Sage Telecom's Sales Training and recurrent training programs
- Must be a U.S. citizen or have authorization to work in the U.S. as defined in the Immigration Act of 1986

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Extensive creation and review of documents. Use of PC on a regular basis.				X
Hearing: Ability to adequately communicate with others				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Extensive use of PC for document creation.				X

Other: Constantly sits at workstation while wearing telephone headset.

WORK ENVIRONMENT

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.

Normal working conditions with a moderate noise level typical of a call center environment, including co-worker telephone conversations, computer equipment, printers, and light traffic.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Please email your résumé to cknowles@sagetelecom.net.