



JOB DESCRIPTION

Job Title:	Business Account Representative
Department:	Customer Service
Reports To:	Customer Experience Supervisor
FLSA Status:	Exempt (with opportunity for commission)
Date Approved:	04/01/2021

General Summary

The Business Account Representative finds, creates, and maintains customer accounts and serves as the primary point of contact between business/commercial customers and the organization. Communicates regularly with customers, addresses customer concerns and creates an optimal customer experience. Collaborates with different departments to effectively create new and manage and maintain quality, long-lasting relationships with existing customers. Sells business solutions to commercial customers, and may sell more complex telecommunications equipment to residential customers. Follows up on sales leads and informs and educates potential customers of available products and services. Provides efficient sales processes, courteous service and assists in all aspects of product offerings with a commitment to excellence, integrity, and driven results. Defines potential customer needs, finds solutions, develops proposals and sales presentations, and closes the sale. Maintains contact with existing customer base to capitalize on new sales opportunities. Follows up with customers to ensure customer satisfaction. Provides ongoing customer support resulting in higher customer satisfaction and loyalty to the company.

Essential Job Functions

- ◆ Provides efficient sales process, courteous customer service and assist in all aspects of product offerings and services, ensuring an extraordinary customer experience.
- ◆ Prepares proposals and executes service orders. Processes and prepares paperwork for recordkeeping and report generations.
- ◆ Possesses a professional appearance and effective communication skills.
- ◆ Conducts door-to-door canvas and appointments or referral solicitation in service area to acquire new and upgrade current subscribers.
- ◆ Maintains a strong knowledge of all services, products, pricing plans, promotions, and service features.
- ◆ Defines potential customer needs, find solutions, develops proposals and sales presentations, and closes the sale.
- ◆ Follows up with customers following installations and alterations to ensure customer satisfaction. Serves as liaison for all account issues.
- ◆ Troubleshoots effectively and resolves and/or follows up on customer issues, ensuring customer needs are addressed promptly.

- ◆ Strives to meet and exceed monthly sales quotas and goals while attaining excellent customer experience and sales objectives.
- ◆ Maintains contact with existing customer base and capitalizes on any new sales opportunities by introducing new technologies, products and services to support client operations.
- ◆ Maintains knowledge of competitive offers and provides critical market feedback regarding local competition and product/service needs.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of telecommunications technology, products and services.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of marketing and sales practices and principles.
- ◆ Skill in operating various office equipment such as personal computer, telephone systems, various software programs and tools, including Microsoft Word, Microsoft Excel, Microsoft PowerPoint and email software.
- ◆ Skill in written and oral communication.
- ◆ Skill in problem solving and resolution.
- ◆ Skill in new business development and prospecting.
- ◆ Skill in persuasion techniques.
- ◆ Skill in negotiating.
- ◆ Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner.
- ◆ Ability to understand customer needs and assist in discovery of how Company service meet those needs. Able to improve or recommend improvements for customer experience.
- ◆ Ability to make a commitment to driven results and excellence and integrity.
- ◆ Ability to meet or exceed sales goals. Possesses a competitive spirit.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to make sound decisions using information at hand.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to work under stressful, high pressure conditions.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to follow oral and written instructions.
- ◆ Ability to travel periodically.
- ◆ Ability to occasionally work non-standard hours to accommodate business needs.
- ◆ Ability to obtain and maintain a valid Tennessee driver's license.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improved morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the continued progress of the company.

Education and Experience

High school diploma or equivalent, and one or more years of professional job related experience in sales, telecommunications and/or information technology. Sales experience preferred.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports, and drive vehicle.				X
Hearing: Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able to stand for long periods at a time at training sessions or trade shows.	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing: Must be able to lift up to 30 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, use phone system and various production equipment.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Normal working conditions with the absence of disagreeable conditions.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to 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.