



Open Position (Title): **SALES ACTION CENTER SPECIALIST (TEMP TO HIRE)**

Department: **SALES ACTION CENTER** Supervisor: **SALES ACTION CENTER MANAGER**

Summary: The Sales Action Center Specialist position is responsible for making warm calls to potential customers to generate sales and meet cross-organizational sales goals. Takes inbound calls from customers and records information; Informs customer of special promotions and/or new services offered by TruVista in order to increase subscription revenue and products; Provides exemplary customer support by performing the following duties:

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Solicit sale of new or additional services to both existing customers and potential new customers.
- Manage leads by tracking and following up on them.
- Conduct sales presentations and product demos via the phone and internet.
- Close sales and meet monthly sales goals in accordance with development plan.
- Produce activity reports.
- Work with affiliate sales to cross-generate leads
- Review account to find areas that are mutually beneficial to the customer and the company through increased services to the customer.
- Provide world class service to customers calling in and receives orders for installation, activation, disconnect, or change in service.
- Fill out contract forms, determine charges for service requested, collect deposits, prepare change of address records, and issue discontinuance orders.
- Take ownership of customer complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.

Competencies:

- Customer/Client Focus
- Communication Proficiency
- Problem Solving
- Speaks Clearly and persuasively
- Personal Credibility/Effectiveness
- Results Driven
- Teamwork Orientation
- Ability to write clearly and concisely informative
- Dependable and Punctual

Education/Experience:

- High school diploma or general education degree (GED) plus related experience and/or training; or equivalent combination of education and experience. Sales experience preferred.

CALL CENTER ENVIRONMENT