



Open Position (Title): **SALES & SERVICE REPRESENTATIVE**

**HOURS: MONDAY – FRIDAY 8 am – 5 pm**

Department: **RETAIL BUSINESS OFFICE – Various**

Reports to: **DIRECTOR of BUSINESS OPERATIONS**

**Summary:** The Sales & Service Representative functions as a primary contact person for customers who are served by TruVista Communications – telephone, internet, cable tv, security, and cellular service. Interviews customers and handles customer relations, including problems with payment of bills, delinquent accounts, service orders, records of payment, adjustments, changes, and additions. Markets company products & services to customers. Records customer information in computer. *This contact is most often face-to-face in a retail business office environment, but also includes phone contact.* Provides exemplary customer support by performing the following essential duties:

- Acts as original point of contact for customer regarding all aspects of company operations.
- **Markets and solicits sale of new or additional services. SSRs are held to sales objectives and quotas.**
- Guides customers in selection of services, including cellular service with our partner, AT&T, in certain markets. Provides descriptions of services and prices, as appropriate.
- Talks with customers by phone or in person, receiving orders for installation, connection, discontinuation, or change of service.
- Accurately processes cash and check payments for current and past-due bills by receiving payments, entering balances, and making deposits; adhering to Cash Handling Policy.
- Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders.
- Edits and posts adjustments and corrections to customer billing or service ordered.
- Investigates conditions preventing completion of service connection orders
- Travels to other offices within all TruVista service areas as needed, based on business needs
- Must have access to reliable transportation; as travel to other office locations is required
- **MUST** maintain professional appearance, superior attendance and promptness
- Performs all other related duties as assigned by management

**Competencies:**

- Proficiency in Sales strategies and techniques
- Customer/Client Focus
- Communication Proficiency (oral and written)
- Problem Solving
- Speaks Clearly and persuasively
- Personal Credibility/Effectiveness
- Results Driven
- Teamwork Orientation
- Organizational skills; able to work with interruptions
- Dependable and Punctual

**Education/Experience:**

- High school diploma or general education degree (GED) plus 6 months to 1 year related experience and/or training; or equivalent combination of education and experience. Sales experience preferred.