



Position Title

Sales Center Manager

About the Company

TruVista, headquartered in Chester, SC, is an integrated communications and technology solutions provider delivering voice, data, wireless, security and video services to business, residential and wholesale customers. The company has a proud legacy of serving rural customers, combining strong financial performance with quality products, reliable services and exceptional customer service.

Position Summary

The Sales Center Manager position is responsible for managing a team to generate sales and meet cross-organizational sales goals. This position also manages the team that takes inbound calls from customers concerning their accounts 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.

- Manage and Coach performance.
- Drive sales production through monitoring and coaching.
- Manage leads assigned to reps and success in closing those leads
- Maintain appropriate staffing levels
- Responsible for training, coaching, counseling and motivating members of the Sales Center team.
- Analyze performance statistics to determine the number of people required to meet the call volume.
- Prepares work schedules designed to maintain adequate staffing for predicted volume
- Provide team members with updated processes and procedures necessary to skillfully do their job
- Ensure that necessary product and services training is administered
- Monitor random calls to ensure quality service
- Handle difficult customer complaints and coach reps to be able to do the same
- Holds monthly one-on-ones centered around high level customer service and sales performance
- Prepare Performance Reviews
- Performs all other related duties as assigned by management
- Close sales and meet monthly sales goals in accordance with development plan.
- Build a sale team that can review accounts to find areas that are mutually beneficial to the customer and the company through increased services to the customer.
- Take ownership of customer complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Perform other work-related duties as assigned



Competencies:

- Manage and Lead
- Customer/Client Focus
- Communication Proficiency
- Problem Solving
- Speaks Clearly and persuasively
- Personal Credibility/Effectiveness
- Results Driven
- Teamwork Orientation
- Dependable and Punctual

Knowledge, Skills and Abilities:

- Ability to write clearly, concisely, and informatively
- Knowledge of telecommunications technology, products and services a plus.
- Proficiency in Microsoft office platform (Word, Excel, Power Point, etc.)
- Strong oral and written communication skills.
- Ability to read and interpret documents such as safety rules and procedure manuals.
- Ability to accurately interpret information and to prepare reports accordingly.
- Ability to communicate with team members, customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Perform quality work within deadlines with or without direct supervision.

Education/Experience:

- High school diploma or GED required; Bachelor's degree in related field-preferred; Or an equivalent combination of education and experience
- At least two years of successful management experience
- **Call Center Sales experience a major plus**
- Knowledge of NISC, ESS payroll systems and Omnia/Oasis order processing systems is a plus but not required, training will be provided.

Supervisory Responsibilities:

Supervisory responsibility for 6-10 Representatives

Additional Requirements:

- Must undergo pre-employment background check to include Criminal, Credit, and Driving History (if applicable) – results must be acceptable
- Must remain in compliance with any federal/state regulations, as well as TruVista company policies and regulations
- **NOTE: This job may be considered a Remote or Hybrid position, where much of the work is done away from the office. A separate Remote Work Agreement may be required.**



Benefits

Comprehensive benefits package includes medical, dental, life insurance and vision coverage, 401k savings plan with company match, paid vacation and holidays, and many more excellent benefits.

FLSA and Employment Status

Exempt (Salary), Full Time

How to Apply

Complete an online application at www.truvista.net/careers. Resumes may be submitted to employment@truvista.biz – please list the position title in the subject.

Note: All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By applying for this position, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete an application and/or interview process should contact a management representative.