



Position Title

Sales Center Specialist

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 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
- Sales and persuasion techniques
- 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.

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

Non-Exempt, 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.