



JOB TITLE: Sales & Service Representative (Temp to Hire)

REPORTING LOCATION: Various (South Carolina markets)

Headquartered in Chester, SC, TruVista is a leading provider of communications services to Chester, Fairfield and Kershaw counties in South Carolina, and Franklin, Hart, Rabun and Stephens counties in Georgia. We offer a wide variety of products and services to residential and business customers including: voice, Internet, cable television, security, long distance, and wireless services.

SUMMARY: *Sales & Service Representatives function as a primary contact person for customers who are served by TruVista– telephone, internet, cable tv, cellular service and security.*

Essential Job Functions:

- Talks with customers by phone or in person, receiving orders for installation, connection, discontinuation, or change of service. Records customer information in computer.
- Markets and solicits sales of new or additional company products & services to customers. SSRs are held to sales objectives and quotas.
- Interviews customers and handles customer relations, including problems with payment of bills, delinquent accounts, service orders, records of payment, adjustments, changes, and additions.
- Accurately processes cash and check payments for current and past-due bills by receiving payments, entering balances, and making deposits
- Edits and posts adjustments and corrections to customer billing or service ordered.
- Investigates conditions preventing completion of service connection orders
- May be required to travel to other offices as needed – reliable transportation required.
- Perform all duties that may be assigned by manager

Knowledge, Skills, and Abilities:

- Ability to work in a team environment.
- Ability to learn new technology and services
- Knowledge of telecommunications technology, products and services.
- Knowledge of marketing and sales practices and principles.
- Skill in oral and written communication.
- Skill in persuasion techniques. Must be able to capitalize on opportunities to advance both the company and the sales & service representative
- Above average communication skills are
- Ability to make sound decisions using information at hand, often in a limited time frame. Must be able to work efficiently with limited supervision.
- **MUST** maintain superior attendance and promptness.

EDUCATION:

- High School Diploma or equivalent
- 6 months – 1 year in Sales and Service Role

Physical Requirements:

- Ability to lift up to 25 pounds
- Close vision, Distance vision and ability to focus
- Regularly required to walk, sit, and use hands to finger, handle or feel
- Regularly required to talk or hear.

***Employment is contingent upon successfully completing pre-employment testing, a drug screen, and background investigation*

Qualified applicants please send resume to
Employment@truvista.biz