

Title: **SMALL BUSINESS SOLUTIONS SPECIALIST**

Reports to: **Director – Business Solutions**

Location: **TO BE DETERMINED**

***Responsible for acquiring and sustaining primarily small commercial business accounts in the area assigned. Will conduct sales through appointments, cold calls, phone calls and other methods as required. Will perform the following duties as required:***

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

- Acts as a representative of the company, to individual small business customers (existing or new) to provide business solutions that meet customer needs. Customer applications that may require TruVista Special Circuits, Hosted Solutions, Hosted Firewall, & Meraki/Wifi applications will need to be passed over to Business Solutions Consultant & or Business Solutions Senior Sales Engineer.
- Researches and determines best possible equipment / service needed for customer solution.
- Responds to customer inquiries, product and service inquiries.
- Follows up on installations and alterations to ensure customer satisfaction.
- Coordinates activities with the Director of Business Solutions and other members of Sales/Marketing Department in order to achieve individual, departmental, and company goals.
- Represents TruVista to every contact in the community in a manner that fosters the Company's good reputation.
- Primarily sells business telecommunications solutions to small commercial customers.
- May sell more complex telecommunications equipment to residential customers.
- Informs and educates potential customers of available products and services by performing analysis of current and future needs.
- May assist with general marketing activities – to include "cold calling" via phone and in person.
- Sells business telecommunications solutions and telecommunications equipment by identifying, researching and contacting potential customers throughout Company coverage area.
- Maintains contact with existing customer base and capitalizes on any new sales opportunities within this customer base
- Provides information to customers on pricing and credit terms; obtains signed agreements for orders obtained.
- Maintains and updates the Business Contact Database.
- Performs all other related duties as assigned by management

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Skill in oral and written communication - required
  - Above average communication skills are required. Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner. Must be able to explain situations to customers without either giving or taking offense.
- Advanced working knowledge of telecommunications technology, products and services – preferred.
- Skill in persuasion techniques.
- Ability to accurately interpret market trends.
- Ability to plan, organize and prioritize multiple work assignments- often with frequent interruptions.
- Ability to make sound decisions using information at hand.
- Must be able to work efficiently with limited supervision.
- Must be willing to work nights, weekends and holiday schedules as required.
- Ability to effectively perform in a team environment.
- MUST maintain superior attendance and promptness.
- Professional dress and appearance required.
- Knowledge of marketing and sales practices and principles.



- Must be able to work accurately and rapidly with various office equipment such as personal computer, various software programs, telephone systems and business processes as well as a variety of clientele.
- ***MUST possess a valid driver's license and reliable transportation- use of personally owned vehicle is required.***

**EDUCATION:**

- Bachelor's Degree from four-year college or university preferred; 2 – 3 years sales related experience and/or training plus Associates Degree in related field; or equivalent combination of education and experience

**PHYSICAL DEMANDS:**

- 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.

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

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