



Job Description

<u>Job Title:</u>	Sales Associate
<u>Reports To:</u>	Director of Sales & Service
<u>Department and Location:</u>	Sales & Service – Nora Springs, Iowa (Monday-Friday-TBD)
<u>Salary:</u>	DOE
<u>Prepared Date:</u>	November 11 th , 2024

Basic Job Function:

Responsibilities include inside and outbound selling and implementation of appropriate sales, customer service, prospecting, and customer retention duties throughout the state of Iowa. Participant on advertising and marketing team, working to develop all consumer-focused messaging. Active ambassador of OmniTel in all communities.

Principal Duties and Responsibilities:

- Outbound and inbound sales and service, lead generation, and solution selling.
- Demonstrate proficiency in all products and services and be proactive in attracting new customers.
- Maintain a broad knowledge of communication products and related technology.
- Be an active member in outside sales initiatives, events, and promotions.
- Assist customers who contact OmniTel with sales and service questions.
- Provide Service Desk, Help Desk support, and resolve problems effectively.
- Effectively assist with all customer questions, complaints, and concerns in an efficient manner.
- Communicate efficiently and effectively with all vendors, co-workers, customers, and visitors.
- Appropriately manage and maintain customer proprietary information in accordance with company policy.
- Ability to find and solve technology solutions for all business needs.
- Active Participant of advertising and marketing team.
- Attain monthly sales/service expectations of goals.
- Attend regularly scheduled service, sales, and/or training meetings.
- Ability to work flexible shifts and be responsible for covering all retail/office service shifts.
- The ability to effectively communicate both written and verbally with Supervisor, Managers, Directors, and external audiences.
- Perform other duties and special projects assigned while working in a team focused environment.

Physical Requirements:

Valid driver's license and the ability to attend meetings, events, and trainings outside normal business hours. Ability to lift 50 – 75 lbs. as needed and the ability to work long hours including evenings and weekends. The location of the position is Nora Springs, Iowa.

Education, Certification, and/or Training Qualifications:

- High school diploma. AA or BA degree preferred.
- Marketing & Sales experience in retail or another environment.
- Telecom marketing and sales experience preferred.
- Must have strong knowledge of social media platforms and marketing (Facebook, Snapchat, LinkedIn, Tik Tok, X)
- Proven success in quota-based sales. Self-driven.
- Outstanding skills: communication, organization, people, troubleshooting, detail oriented.
- Technically savvy, with a strong aptitude for solutions-based support and problem-solving skills.
- Strong understanding of technology and ability/desire to learn quickly.
- Ability to maintain composure while completing a variety of tasks and collaborating with multiple customers in a fast-paced sales environment.
- Experience with computers and advanced PC skills with Microsoft Office Software and products including Word, Excel, and Outlook.

OmniTel Values:

- Put the customer first and look to exceed customer expectations.
- Positive Attitude
- Maintains professional business dress appearance and serves as exemplary ambassador for OmniTel with external customers and vendors.
- Actively participates on a dynamic team.
- Exhibits an entrepreneurial spirit.
- Takes accountability for personal and team performance.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Supervisor or HR Signature

Employee Signature

Date