



Job Description

<u>Job Title:</u>	Customer Sales & Service Representative
<u>Reports To:</u>	Customer Solutions Manager
<u>Department and Location:</u>	Customer Sales & Service – Nora Springs, Iowa (Monday-Friday TBD)
<u>Salary:</u>	DOE / Non-Exempt
<u>Prepared Date:</u>	October 2024

Basic Job Function:

Responsibilities include inside and outbound selling and implementation of appropriate sales, customer service, prospecting, and customer retention practices. Also included are daily retail and business operation procedures.

Principal Duties and Responsibilities:

- Maintain a broad knowledge of communication products and technology
- Demonstrate proficiency and use of all systems for accuracy and ease of use
- Demonstrate proficiency in all sales products and services and be proactive in attracting new customers-make recommendations to exceed the customer's expectation.
- Assist with questions, complaints, and concerns that customers may have and resolutions for a positive outcome and experience
- Communicate effectively with all vendors, co-workers, customers, and visitors
- Perform daily and monthly audits of internal accounts and maintain organized filing systems
- Handle cash, process transactions, sort mail and organize payments for proper billing procedures.
- Create, process & route service orders and trouble tickets; maintain accurate databases for various products & services across multiple lines.
- Provide customer courtesy follow-up calls or via email notification if appropriate.
- Appropriately handle and maintain customer proprietary information in accordance with company policy.
- Monitor and respond to customers who contact OmniTel via email for sales, service or questions.
- Handle LNP ports to and from other telecommunication providers.
- Manage or track inventory per company specifications.
- Monitor service outages & report according to policy.
- Outbound sales and service calling, lead generation, and solution selling.
- Track and attain monthly sales/service expectations of goals.
- Project ownership, research and development of technology solutions for end users.
- Assist in resolving any retail or service operation discrepancies in a timely manner.
- Attend & participate in regularly scheduled service, sales and/or training meetings.
- Be able to work flexible shifts and be responsible for covering all retail/office service shifts.
- Assist in maintaining a well-kept, attractive sales, service, and retail space.

Principal Duties and Responsibilities: *(continued)*

- Support a team like work environment.
- Follow sales and service policies and procedures set by management.
- Keeping all documentation confidential.
- Be punctual and reliable for scheduled work hours and workdays.

Physical Requirements:

Valid driver's license and the ability to travel to attend meetings, events, and trainings as directed by management. The ability to lift 50 – 75 lbs. if needed. The ability to work long hours, including evenings and weekends. The ability to verbally communicate effectively with supervisor, Managers, Directors and external audiences. The ability to carry out the functions and responsibilities of the job.

Education, Certification and/or Training Qualifications:

- High school diploma with sales experience in retail or another environment.
- Telecom sales and service experience preferred.
- Proven success in quota-based sales.
- Outstanding skills: communication, organization, people, troubleshooting, detail oriented.
- Technically savvy.
- Proven customer service history, attendance, and dependability.
- Strong understanding of technology and ability/desire to learn quickly.
- Ability to maintain composure while completing a variety of tasks and working with multiple customers in a fast-paced retail sales environment.
- Ability/willingness to work as a member of the retail sales team.
- Experience with computers and advanced PC skills with Microsoft Office Software and products including Word, Excel, and Outlook.

OmniTel Values:

- Puts the customer first and looks 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.

Manager Signature

Employee Signature

Date