



JOB DESCRIPTION

Position: Residential Sales Representative (part-time)
Department: Sales & Marketing

Overview:

CL Tel is a fifth-generation family business that helps people lead fulfilled lives and impact the world for good. Our team is working together to achieve our goal of serving 10,000 Internet customers by 2033. We are local experts that deliver reliable Fiber Internet and other telecommunications services to Main Street, Iowa. We exist to enable our customers to do what they do best and to live their best lives.

You will love it here if you value:

- Customer Empathy
- Inherent Excellence
- The Golden Rule

At CL Tel, connecting people is more than providing top-notch telecom and Internet services. It's about building relationships, understanding our customers' needs, and positively impacting the community we serve.

We seek a dynamic and enthusiastic part-time Residential Sales Representative to join our team and help us expand our reach to potential customers in Clear Lake and Ventura.

As a part-time Residential Sales Representative, you will be at the forefront of our mission, working primarily outside in the vibrant communities of Clear Lake and Ventura. You will be able to engage with CL Tel prospects and play a pivotal role in establishing new connections within the community. This exciting position requires excellent people skills, customer empathy, problem-solving abilities, active listening, perseverance, and a commitment to upholding the Golden Rule.

If the following sound like things you understand, want, and have the capacity to do, you'll enjoy coming to work every day:

- Generating and qualifying leads
- Sales consultations
- Customer service support
- Onboarding new customers

We train our team to help them succeed, and everyone contributes to our success. In your role, you'll be accountable for the following metrics each week:

- Residential Internet Leads
- Internet Location Growth

If you want to serve others, learn, and meet your weekly numbers, you'll be recognized and rewarded.

We are a company that runs on EOS, the Entrepreneurial Operating System. As a member of this team, you will have a leader who:

- Gives clear directions
- Makes sure you have the necessary tools

- Acts with the greater good in mind
 - Delegates appropriately
 - Takes time to truly understand their role and how they can help the company
 - Makes their expectations clear
 - Communicates well
 - Has effective meetings
 - Meets one on one with you quarterly or more often if needed
 - Rewards and recognizes your performance
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Principal Responsibilities:

Performs sales duties including, but not limited to, the following:

- Engage with prospects in a friendly and approachable manner, showcasing the value and benefits of CL Tel's residential services both in person and over the telephone.
 - Develop a deep understanding of potential customers' needs and challenges to provide tailored solutions that meet their requirements.
 - Build strong relationships with community members, local businesses, and organizations, fostering a positive and lasting connection.
 - Conduct administrative duties including, but limited to, the following:
 - Word processing and typing
 - Using spreadsheets and maintaining lead databases
 - Entering data and processing customer orders
 - Identify opportunities for expanding CL Tel's customer base and contribute to developing innovative sales strategies.
 - Collaborate with cross-functional teams to ensure seamless customer onboarding and exceptional service delivery.
 - Stay updated on industry trends, product knowledge, and competitor offerings to position CL Tel as the provider of choice in Clear Lake.
 - Assist other departments with special projects as directed.
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Personnel Specifications:

Education:

- High school diploma required
- Some post-secondary education preferred

Experience:

- Experience with Internet and other telecom services
- Experience with email
- Experience with various office machines (personal computers, tablets, phones)
- Experience in sales preferred
- Experience in customer service preferred

Job Knowledge:

- Knowledge of rates, procedures, and service offerings
- Basic understanding of industry terminology, customer and community concerns, and changes in the marketplace
- Knowledge of general office procedures
- Familiarity with business English and composition

- Knowledge of Microsoft Office programs, specifically Outlook, Word, and Excel
- Knowledge of proper sales techniques used in selling products and services

Related Skills and Attributes:

- Excellent people skills and the ability to connect with individuals from diverse backgrounds.
- Demonstrated customer empathy, understanding customers' unique needs and challenges, and providing appropriate solutions.
- Strong problem-solving skills, with the ability to think creatively and find innovative solutions.
- A great listener who can effectively uncover customer pain points and address them.
- Perseverance and the ability to overcome objections and challenges, turning them into opportunities.
- A commitment to upholding the Golden Rule: treating others the way you want to be treated – with respect, honesty, and fairness.
- Excellent verbal and written communication skills, with the ability to articulate complex ideas clearly and concisely.
- A high degree of self-motivation, energy, and enthusiasm to thrive in a fast-paced and target-driven sales environment.
- A valid driver's license and the willingness to travel within the assigned territory.
- Availability to work varying hours, including mornings, afternoons, and/or evenings, for a total of approximately 20 hours per week.

Physical Job Requirements:

- Prolonged periods of sitting at a desk, working on a computer, and using the telephone.
 - Prolonged periods of standing and walking to conduct door-to-door sales.
 - Must be able to lift up to 15 pounds at times.
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Position Relationships:

Internal:

- Directly reports to the Marketing Manager.
- Maintains effective working relationships with other staff and management.

External:

- Responds to customer and community requests in the interest of quality customer service and corporate relations with the public.

Joining CL Tel means becoming part of a dedicated team that values collaboration, innovation, and exceptional customer service. If you are passionate about sales, love engaging with people, and want to impact the community positively, we would love to hear from you!