

## CLtel Business Solutions

### **Position Title:**

Business Account Executive

### **Position Summary:**

The Business Account Executive is responsible for acquiring, managing, and growing business accounts by delivering thoughtfully tailored solutions. The position requires the familiarity with a variety of telecommunications products and services, including Voice, Data, Internet and Hosted PBX solutions to Small and Medium Businesses. This role focuses on building long-term client relationships, and growing revenue through strategic sales activities. The Business Account Executive will also develop and present sales proposals to business customers.

### **Essential Duties and Responsibilities:**

- Acts as Account Executive to small and medium business accounts by working independently in the field to implement sales strategies to sell telecommunications solutions and services.
- Develops and delivers customer proposals and responds to requests for proposals or quotes with the support of the sales support team to determine appropriate strategy and solution of customer needs.
- Identifies and acts on new prospects using multiple sources of sales leads.
- Makes sales presentations to customer decision makers using solution selling techniques to promote the company and its products and services. May assist in the installation and training for services and equipment.
- Builds relationships with prospective customers to develop sales opportunities by arranging onsite visits and telephone calls to analyze their customer needs and determine which solutions and services best meet those needs.
- Manage the sales process from lead generation to contract execution, customer needs are met through periodic premises visits, telephone calls and other means of regular communication to ensure ongoing customer satisfaction.
- Maintains customer database by recording all activities, transactions, communications with customers, provides activity reports to management such as daily call reports, weekly work plans, monthly territorial analysis, and year to date sales reports.
- Completes appropriate customer sales paperwork to facilitate a smooth procurement of customer orders according to company procedures.

### **Knowledge, Skills and Abilities:**

- Ability to adapt quickly in an ever changing marketplace
- Excellent customer service skills are required. Strong verbal and written communication skills are a must.
- High proficiency in the use of Microsoft Office applications
- Must be able to work independently with little or no direct supervision and contribute to a team environment
- Ability to work in a fast-paced environment and multi-task.
- Excellent attention to detail

Ability to do critical thinking by using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaching to problems

Valid driver's license is required for sales travel.

## **Education and Experience:**

- 3+ years of sales experience, ideally in telecommunications or similar technology
- Experience working with small to medium sized business
- Bachelor's degree preferred.

## **Physical and Environmental Conditions and Requirements:**

**Physical Requirements:** The employee must be physically able regularly sit and work at a computer; reach above shoulder heights, lift as required to file documents or store materials throughout the work day, may require lifting up to 25 pounds for files.

**Workplace Environment:** The usual indoor environment is in a temperature-controlled space, generally subject to some noise level associated with customer transactions, telephone conversation and human interaction between employees, customers and suppliers.

\*All SkyBlue Solutions job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted\*