



Outside Sales Representative

Department: Customer Service Department

Location: Anchorage/Utqiagvik

FLSA: Non-Exempt

Reports To: Chief Services Officer

Approved By:

Revision Date: February 2, 2017

Effective Date: June 16, 2017

Position Description

The Outside Sales Representative provides customer service for local telephone, cellular phone, long distance and internet service, including defining the customers' needs, suggesting options, issuing orders, scheduling installation of service and assisting with the provisioning of handsets and devices. Utilize relationships established through living on the North Slope to encourage loyalty to a member-owned cooperative.

This position will be responsible for traveling to all ASTAC markets and will have assigned sales goals and objectives.

Principle Accountabilities

Use your passion for technology and resourcefulness to generate sales of ASTAC products and services.

Understand the sales process, define customer needs, find solutions, make recommendations and close the sale.

Actively listen to customers and then sell solutions that are exactly what they need.

Excite customers about how new solutions can affect their lives.

Teach customers the best things about their products so they can immediately enjoy them.

Build customer relationships—earn their loyalty and trust.

Responsible for device inventory management to include shipping, receiving, tracking of products and coordinating with Managers and purchasing department.

Process all customer service orders and billing for all services established through customer sales.

Provide customer service in person in all ASTAC markets as required.

Seek and provide new product and service requests from customers to product management.

Promote ASTAC's products and services to customers and assist in the sales process.

Maintain customer accounts by assisting with payment processing, to include deposits and other charges and credits in accurate manner.

Responsible for adhering to ASTAC's cash handling process.

Investigate customer complaints, concerning billing or service rendered.

Work directly with the technicians to ensure all service orders are installed correctly and follow up on all leads furnished by technicians.



Bill appropriate charges to customer accounts upon technician's completion of service orders.

Refer reports of service failure to the CSR Lead to follow up with technicians so that service can be restored.

Perform all other duties as directed by the CSR Lead and Customer Service Manager, which are responsible for day to day management of the CSRs.

Assist with special projects as required.

Work cooperatively with marketing staff to keep updated on promotions, accuracy of marketing/sales material and competitive information.

Knowledge, Skills, and Abilities

Ability to listen to customers and take their needs and requirements to create solutions using ASTAC products and services

Possess a basic knowledge of general accounting

Excellent interpersonal, verbal and written communication skills

Exhibit a strong interest in new technology

Ability to set goals and achieve results

Ability to work independently in remote locations

Demonstrate accuracy and attention to detail.

Experience using spreadsheets and word processing.

The ability to speak Inupiat preferred but not required.

The physical demands of this position require standing, sitting, stooping, kneeling and walking, the ability to lift at least 75 pounds.

The mental requirements of this position require the speech, hearing and visual ability includes reading, writing, spelling, and the ability to communicate clearly using the terminology of the telephone industry in the English language.

Possess a valid driver's license.

Travel

The position will require the flexibility to travel for up to 2 weeks at a time. The position will also have the flexibility to work in the Utqiagvik Retail Store or travelling between the east and west North Slope Borough villages as required. Schedule could change monthly.

Education and Experience Required

Five years customer service experience prefer in telecommunications. An Associates or Bachelor's degree may be used in lieu of required experience on a year to year basis.

Measures of Performance

Outside Sales Representative will have met expectations when:

They have a comprehensive understanding of all ASTAC's products and services and initiates sales with every contact

Sales goals, incentives and bonus opportunities are achieved (will be established once training has been completed)



- Products are safely monitored and accounted for
- Customer records are accurately maintained
- Customer information is kept strictly confidential
- Adherence to ASTAC's policies & procedures
- Ability to learn new and emerging technologies
- All clearable service orders completed before each monthly billing period
- Customers are communicated with in a professional and friendly manner

Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager and the Board of Directors retain the right to change this Position Guide at any time.

Employee	Date	Supervisor	Date

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.