



Sales Executive Assistant

Department: Business Development/Sales

Location: Anchorage

FLSA: Non-Exempt

Reports To: Director Business Development/Sales

Approved By:

Revision Date: 8.22.2017

Effective Date: 8.22.2017

Position Description

This position is primarily responsible for managing and maintaining all ASTAC post-sale retail relationships.

This position executes product orders, helps customers with billing issues, level one technical support, develops and conducts customer training, and is the first point of contact for non-sales related customer needs. This position works closely with the Sales Team in evaluating customers' future telecommunication needs to recommend products and services.

Principle Accountabilities

Assists Sales Executive with order initiation and completion of service orders, billing and coordinating customer to provide services as requested

Conduct customer training, execute product orders, and provide sales and basic technical support to ASTAC personnel.

Perform routine customer account maintenance. Resolves or coordinates resolution of customer account issues.

Ensure timely and accurate execution of complex business (TLS, Dedicated Internet, PRI and T1's) sales orders pursuant to ASTAC policies, procedures, practices, and coordinate equipment delivery and installation.

Draft and present sales quotes for tariffed services.

Coordinate with various ASTAC work groups to track backlog of pending orders; identify, resolve and eliminate potential problems with minimal customer impact. Know when to escalate issues to the Sales Executive and assists in resolution, as directed if unable to resolve.

Provide basic technical and sales administration support to the Company sales department.

Monthly Reporting to the various departments within ASTAC.

Demonstrate and promote featured products and services for seminars and for other promotion event opportunities.

Compile customer database information to prepare quarterly customer account review and recommend changes to service offerings as necessary.

Assess and deliver end-user training on applicable ASTAC products and services to designated business customers.

Maintain ongoing customer relationships with quarterly travel to Deadhorse and Barrow.

Provide customer feedback to Product Development to assist with new products and services.



Additional Responsibilities

Have a basic understanding of ASTAC network infrastructure (including copper, fiber, microwave – licensed and unlicensed, LTE and WiFi). Stay current with changes and development in the telecommunications industry. Continually evaluate business processes and recommend improvements. Assist in training of other employees, as directed.

Knowledge, Skills, and Abilities

Demonstrated knowledge of interstate, local, intrastate tariffs.

Demonstrated knowledge of Internet and Wireless services and technology.

Proficient in working with personal computers, Internet applications and Microsoft Office Suite (specifically Word, Excel and Outlook).

Education and Experience Required

Five (5) or more years of experience in sales, marketing or related experience.

Two (2) or more years of experience handling business accounts in the telecommunications industry.

Have a Certified Network Associate Certificate or be willing and able to take the course that prepares you to take the Cisco CCNA test and successfully pass the test.

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.