



## JOB DESCRIPTION

**Job Title:** Account Executive  
**Department:** Sales  
**Reports To:** Sales Manager

**FLSA Status:** Exempt (Outside Sales)  
**Represented by the Association:** No

**Job Summary:** This position is responsible for proposing and selling advanced communication products and services to Enterprise, Mid-Market and Small Business customers. This position is also responsible for managing the accounts after the sale to ensure customer satisfaction. This position is a monthly quota based sales position.

### Essential Job Duties and Responsibilities:

- Actively contact and engage Enterprise, Mid-Market, Small-to-Medium (SMB) businesses within the service territory providing a consultative sales approach to analyze and propose solutions that better serve the telecommunications needs of these customers. Responsible for the identifying potential products and services to be quoted and sold, which may require written proposals or product demonstrations as required.
- Following the client's agreement to purchase, prepare all necessary contract documentation and accurately complete the sales hand-off package, will interface with other departments within to ensure customer satisfaction with services provided.
- Maintain ongoing customer relationships with periodic telephone and premise visits to ensure ongoing customer satisfaction with all services purchased. This includes keeping customers informed of new products, current upgrade offerings or changes to their telecommunication services.
- Maintain accurate, up-to-date client account records and information including contacts, prospecting details, proposals status, forecasting revenue, and sales funnel history in conjunction with company Customer Relationship Management (CRM) software.
- Participate in company-sponsored training and stay current with changes and developments in the telecommunications industry. This includes gathering competitive information on products and services, maintaining market awareness, and sharing this information with the sales team.
- Represent company and our services at local or industry functions and community events, including after hours.
- Strategically assess individual accounts to uncover applications and solutions for future solutions within the company.
- Achieve or exceed sales quota on a monthly basis as defined by the Company.

### Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

### Knowledge, Skills, and Abilities:

- Knowledge of:
  - company policies and procedures.
  - current and emerging products and services and their value propositions.
  - general office practices and procedures.
  - time management and organizational skills.

- marketing and sales practices and principles.

- Skill to:

- write original material, edit, proofread and finalize written material.
- type 40+ wpm.
- gather and report numerical data and produce statistical reports.
- operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.

- Ability to:

- may be required to pass product exams (at a defined proficiency level) regarding product and service offerings.
- work independently and within a team.
- think analytically and be a problem solver.
- sell products and services effectively.
- meet monthly, quarterly and annual sales quota objectives/goals.
- obtain and maintain a valid Montana driver's license, have a good driving record and be insured under the Company insurance policy.
- communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- work completely and accurately under time constraints and deadlines.
- work in a fast pace environment and prioritize multiple work assignments.
- read, analyze, and interpret reports.
- provide excellent customer service.
- maintain confidentiality of company records when required.
- work in a safe and effective manner.

**Education and Experience:**

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:

Bachelor's degree in marketing, business/sales, or related field is preferred but not required; 3+ years of outside sales in complex telecommunications, data, software, hardware, IT, etc. solutions, preferable in an outside sales environment.

**Physical and Other Requirements:**

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:			X	
Driving:			X	

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Additional Information:**

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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Employee Acknowledgement

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Date

Revised: August 24, 2016; 10/3/2016