



Jo-Carroll Energy

ELECTRIC | NATURAL GAS | BROADBAND

SUMMARY POSITION DESCRIPTION

POSITION TITLE:	Broadband Sales Representative
DEPARTMENT:	Member Services
REPORTS TO:	Broadband Marketing & Sales Administrator
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Exempt (Non-Union)
SALARY GRADE:	6

Position Summary

This position is responsible for the sales of fiber-to-the-premise and broadband products and services, primarily within the Jo-Carroll Energy service territory and grant areas. Work consists of face-to-face, phone and email interactions with existing and new subscribers. Duties include, but not limited to, selling new accounts, educating subscribers on products and services including pricing plans, and assisting subscribers with purchases.

Reporting Relationships

This position reports directly to the Broadband Marketing & Sales Administrator, who in turn reports to the Director of Marketing and Communications.

This position will liaise with the Broadband Department to meet the sales requirements for fiber and broadband products and services.

Essential Responsibilities and Duties

- 1.**
 - 1.1. Sell fiber-to-the-premise and broadband internet services and products within Jo-Carroll Energy service territory, grant areas, and areas of cooperative growth
 - 1.2. Communicate with prospective subscribers via telephone, email and in person to educate them on the cooperative's fiber and broadband services and solutions.
 - 1.3. Promote and represent a positive image for the Cooperative through participation in cooperative and community activities and any other events of local interest.
 - 1.4. Handle lead generation and tracking in our CRM platform.
 - 1.5. Assist with scheduling member appointments with the Broadband Department as needed.
 - 1.6. Provide exceptional member service and build member relations.
 - 1.7. Work with the communications and marketing to update campaigns as needed
 - 1.8. Work effectively with the entire team to ensure member expectations are met or exceeded at all times.
 - 1.9. Must be self-motivated and have good time management skills.
 - 1.10. Must be able to maintain confidentiality of member records.

 - 2. Performs other duties as assigned and qualified.**
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Qualifications

1. High school diploma or equivalent with a minimum of 6 months to 1 year of related experience in sales or broadband or technology marketing.
 2. Good verbal and written communication skills.
 3. Must have a valid driver’s license and good driving record.
 4. Must have basic personal computer skills such as email, word processing, and spreadsheets.
 5. Must have some weekend and evening hours availability.
 6. Experience in broadband or other technology sales preferred.
 7. Familiarity of broadband systems and related equipment and services helpful.
 8. Bilingual language skills helpful.
 9. Ability to maintain productive working relationships and interact with members and the public on a regular basis.
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Working Conditions

1. Normal working hours are 8:00 a.m. to 5:00 p.m., Monday through Friday; schedule may be flexible to include some nights and weekend.
2. Need to travel independently to various locations both inside and outside the Cooperative’s service territory.
3. Time is split between working indoors in a normal business environment and trips in or near service area, including site visits with public.
4. Attendance at evening and weekend events will be necessary.
5. Position requires sitting, lifting, standing, walking, pushing/pulling and reaching/stretching.
6. Must be able to lift up to 25 pounds.
7. Must be able to manipulate and operate telephone or cellular device, personal computer and GPS.

Created / Revised

10/2016 – Position Created (PF)

3/2021 – Updated title and reporting (MS)

Accepted by: _____
Employee

Date: _____

Witnessed by: _____
Human Resources

Date: _____