

Job Description

Job Title: Sales Representative

Reports To: Sales Supervisor and Sales Manager

FLSA Status: Non-Exempt

Department: Sales

Location: Corporate Office

Prepared By/Date: Stan Johnson, Director of Operations

Approved By/Date: Director of Human Resources

Summary:

Handle in-bound/out-bound sales calls discussing the benefits of services/products that we offer and creating orders by entering customer information into a computer.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Talks with customers by phone and creates sales orders.
- Fills out web page forms, determines charges for services requested, collects deposits, takes social security and credit card information.
- Solicits sale of new or additional services.
- May also be required to adjust complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.
- Required to meet specific call center metrics including but not limited to sales percentage, advanced equipment percentage, additional services percentage, credit card auto pay percentages, adherence, call log percentages etc.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school education; or up to one month related experience or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Possess the ability to write simple correspondence.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved

written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Order processing systems.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific vision abilities required by this job include Close vision. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.

Customer Service Representative (Print Name/Signature)

Date

Customer Service Manager (Print Name/Signature)

Date

Director of Operations (Print Name/Signature)

Date