

# CC Communications Position Description

## Job Title: Outside Sales Representative

**Department:** Business Development

**Reports To:** Business Development Manager

**FLSA Status:** Exempt

**Date Prepared:** 11/22/2024

**Approved By:**  Date Approved 11/22/24

**Wage Schedule:** Salaried

### POSITION OVERVIEW:

The Outside Sales Representative is responsible for representing the company by showcasing and selling its services and products. The primary focus of the Outside Sales Representative is to work with prospects by handling onsite appointments and providing demonstrations.

The Outside Sales Representative shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers with innovative technology solutions through continual personal and professional growth.

**EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES:** The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein.

1. Initiate contact with prospects
2. Work with prospects to develop a deep understanding of their needs and translate those needs into product requirements that satisfy their demands
3. Conduct onsite or online presentations that showcase the services and products of the company to prospects
4. Work with management to develop proposals, quotes and respond to RFP/RFI documents
5. Effectively communicate features and benefits of solutions and manage prospect expectations
6. Manage the complexity of Managed IT services proposals, contracts, lease agreements, and service level agreements

7. Maintain in-depth product knowledge of the service and product offerings of the company
8. Remain compliant with defined policies and procedures
9. Attend sales meetings and ensure sales opportunities are compliant with company policy
10. Develop in-depth knowledge of the service catalog and how it relates to customers' needs
11. Document internal processes and procedures related to duties and responsibilities
12. Responsible for entering time and expenses in ConnectWise as it occurs
13. Understand processes by completing assigned training materials and blueprints

## **QUALIFICATIONS:**

### **Skills, Knowledge and Ability**

- Outside sales experience with selling any of the following: IT services and products, managed IT services, or IT consulting
- Possess a track record of managing customer commitment, negotiation, and closed of the sales process
- Demonstrated level of success in the development of client relationships
- Enjoy working with customers and external audiences
- High energy and drive with good negotiation skills
- Proficient with general office applications
- Strong organizational, presentation, and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer care
- Ability to multi-task and adapt to changes quickly
- Typing skills to ensure quick and accurate data entry
- Self-motivated with the ability to work in a fast-moving environment
- An ability to establish a positive rapport with present and potential customers and exhibit a professional appearance and demeanor.
- Knowledge of modern office equipment and software applications such as but not limited to Microsoft Office software.
- Skill in dealing accurately and efficiently with numbers, rate plans, charges and other numerical calculations.
- Ability to work under conditions of frequent interruptions and with a variety of personalities.
- Ability to accept responsibility for own activities, i.e. demonstrate accountability.
- Ability to work efficiently while meeting deadlines and dealing with stressful conditions.
- Ability to maintain confidentiality of all proprietary information.
- The ability to maintain a good attendance and timeliness record and conform to expected periods of work.

**SPECIAL REQUIREMENTS:** May be required to attend out-of-town training and/or meetings for extended periods of time requiring travel by car, bus, plane or other means of transportation. Must possess a current Nevada driver's license. Sales Engineer may be

required to work overtime or on weekends and holidays as required. Ability to obtain and maintain a security clearance for internal and external needs.

**EXPERIENCE and/or TRAINING:** Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

- Completion of the requirements for a high school diploma or equivalent *and*:
- At least three years of progressively responsible practical experience in direct sales/marketing and customer service.
- Completion of at least two years of educational credit(s) above the high school level in math, business management, economics, computer science or a closely related field is preferred.
- Experience using databases systems, and/or Customer Relationship Management (CRM) software is preferred.
- Previous experience in a technology field is preferred.
- Bi-lingual in English/Spanish is preferred.

**PHYSICAL REQUIREMENTS:** the physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination, vision and cognitive ability to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, reach, squat, twist, push, pull, stoop, sit and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Occasional crawling is required. The ability to communicate face to face and via telephone. The ability to lift 25 pounds on a recurring basis and occasionally move/lift up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**WORKING ENVIRONMENT:** Work is performed under the following conditions: Position normally functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur. Some of the work will need to be performed at customer premise locations. May be exposed to toxic chemicals and solvents. Assignments will occasionally need to be performed in confined areas.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager's Signature

\_\_\_\_\_  
Date