
SUMMARY POSITION DESCRIPTION

POSITION TITLE:	Broadband Sales Representative
DEPARTMENT:	Broadband Operations
REPORTS TO:	Broadband Marketing & Sales Manager
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Exempt
SALARY GRADE:	6

Position Summary

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

1. Essential Responsibilities and Duties

- 1.1. Sell fiber-to-the-premise and broadband internet services and products within JCE Co-op 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 community activities, events of local interest, and community activities.
- 1.4. Handle lead generation and tracking in our CRM platform.
- 1.5. Assist with scheduling member appointments as needed.
- 1.6. Provide exceptional member service and build member relations.
- 1.7. Work with communications and marketing to update campaigns as needed.
- 1.8. Work effectively with the entire team to ensure member expectations are always met or exceeded.
- 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.

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 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 with broadband systems and related equipment and services is helpful.
8. Bilingual language skills helpful.

9. Ability to maintain productive working relationships and interact with members and the public on a regular basis.
-

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 weekends.
2. Need to travel independently to various locations 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 areas, including site visits with the 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)

5/2024 – Transferred position and updated reporting (MS)

Accepted by: _____
Employee

Date: _____

Witnessed by: _____
Human Resources

Date: _____