

## Sales Specialist / Sales Engineer

### Compensation

Base salary plus commission. This is an exempt position and is not eligible for overtime.

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### Position Overview

The Sales Specialist / Sales Engineer is responsible for driving revenue growth by identifying, engaging, and converting prospective business customers. This role combines relationship-based sales with technical knowledge to design and present telecommunications solutions that meet customer needs. The ideal candidate is self-motivated, customer-focused, and capable of managing the full sales cycle while maintaining strong relationships with both prospective and existing customers.

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### Key Responsibilities

- Generate new business through door-to-door outreach, phone calls, and local networking efforts
  - Manage incoming opportunities and initiate timely communication with potential customers
  - Design and recommend telecommunications solutions based on available internet, voice, and auxiliary services
  - Educate potential customers on service offerings, including benefits, specifications, and capabilities
  - Build and maintain professional relationships with both prospective and current customers
  - Manage customer relationships throughout the sales process and ongoing to support retention and account growth
  - Assist the sales team with relationship management of existing customers
  - Maintain accurate and up-to-date records of customer interactions and sales activity
  - Participate in local events and community outreach efforts to promote services and build relationships
  - Meet or exceed established sales goals and performance metrics
  - Provide feedback on customer needs, market trends, and competitor activity
  - Serve as a primary point of contact for assigned business customers, including responding to needs outside standard business hours as required
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### Qualifications

- High school diploma or equivalent required (Associate's or Bachelor's degree preferred)
  - Previous sales or customer service experience
  - Strong communication and interpersonal skills
  - Strong organizational skills and attention to detail
  - Self-motivated with a positive, goal-oriented attitude
  - Ability to work independently and as part of a team
  - Basic computer proficiency, including Microsoft Office, Google Workspace, and CRM systems
  - Valid driver's license and ability to travel locally
  - Ability to learn and maintain knowledge of company service offerings, including technical specifications and system capabilities
  - Willingness to work outside of normal business hours as needed
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### Preferred Qualifications

- Familiarity with internet services or the telecommunications industry
  - Comfort with face-to-face customer interaction and proactive outreach
  - Experience with tools such as IVUE, Advanced Excel, ArcGIS, Calix Cloud, Toly, or Monday.com
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## **Work Environment**

- Field-based role with frequent local travel for customer visits, prospecting, and community engagement
  - Combination of independent work and team collaboration
  - Performance-driven environment with measurable sales goals and expectations
  - Occasional after-hours and weekend work to support customer needs and community events
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The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.