

## Copper Valley Telephone Cooperative

Position Title: Business Development Representative  
Reports To: Director of Customer Experience

Department: Commercial  
FLSA Status: Exempt

### **General Summary:**

Develops and maintains productive customer, vendor, and community relationships to facilitate attainment of revenue, market share, account retention, and product sales targets. Maintains ongoing customer relationships to ensure customer communication needs are met. Identifies prospects, prepares proposals, and closes sales. Maintains sales and account records, maintains schedules and ensures timely delivery of products and services. Prepares sales reports. Collaborates with internal and external contacts to develop customer solutions.

### **Essential Job Functions:**

- Develops and maintains a positive community engagement within the communities that CVTC operates.
- Maintains ongoing customer relationships to ensure customer communication needs are met; service, product and billing issues are resolved; and appropriate products and services are offered to customers.
- Proactively seek new business opportunities by contacting and developing relationships with potential customers and entities.
- Develops and maintains customer, vendor and community relationships to facilitate attainment of revenue, market share, account retention, and product sales targets.
- Consults with customers on regulated and deregulated services offered by CVTC and its subsidiaries.
- Identifies and qualifies prospects. Maintains detailed customer profiles and logs customer contacts and activity. Prepares proposals, presentations, and closes sales. Maintains tight schedules and ensures timely delivery of products and services.
- Prepares sales reports and presents sales information to management as scheduled or requested.
- Collaborates with internal and external contacts to develop customer communications solutions. Maintains current industry knowledge through education and training.
- Report to the Director of Customer Experience on (weekly/monthly/quarterly) sales results.

- Stay up to date with new products/services and new pricing changes.
- Develop a working knowledge of tariffs (NECA, AECA, and local), service terms and conditions to customer accounts.
- Performs all other related duties as assigned by management. \*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge of business administration, marketing and sales principles and practices.
- Knowledge of telecommunication consulting.
- Knowledge of company policies and procedures.
- Knowledge of company products and services including, but not limited to Small Business IT, Hosted PBX, Special Circuits, E-Rate and Rural Health Care programs.
- Knowledge of plant capabilities, availability of support personnel, and availability of network facilities.
- Skill in problem solving.
- Skill in oral and written communication.
- Skill in analyzing customer needs.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to meet critical deadlines.
- Ability to work independently.
- Ability to make sound decisions using information at hand.
- Ability to travel to remote exchanges and stay overnight on occasion.

- Ability to work outside of normal business hours.
- Ability to attend community events such as Chamber of Commerce, School Board and City Council/City Administration meetings.
- Skill in operating Microsoft applications including Word, Excel, PowerPoint, Outlook, and Explorer.

**Education and Experience:**

Bachelor’s degree in Business Administration or equivalent. An equivalent combination of college study and experience may also be accepted.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Note:** 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.