

 <b>rainbow</b>	<b>Rainbow Telecommunications Association, Inc.</b> <b>Business Solution Representative II</b> <b>POSITION DESCRIPTION</b>
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*In keeping with our mission to deliver exceptional customer service and to be the preferred provider of communications services in the areas we serve, this position supports the company mission statement by meeting the needs and expectations of the customers and management by effectively selling our products and services.*

*This position supports the company's customer service philosophy that distinguishes us from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct, and the pursuit of continuous daily improvement.*

**Position Title:** Business Solutions Representative II

**Department:** Business Development

**Status:** Full-Time/Non-Exempt

**Supervisor Title:** Business Solutions Manager  
(Assigns work, gives direction, and answers questions)

**Evaluators:** Business Solutions Manager  
(Evaluates work of employee)

**In-Put:** Director of Business Development  
Business Solutions Manager  
Customers

**Direct Reports:** N/A

By: Angela Kreider  Director of Business Development Rainbow Communications	Effective Date: 2/1/2021  Review Date: 2/1/2021 Last Updated: 2/1/2021
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## ESSENTIAL RESPONSIBILITIES/JOB TASKS

- 70% Develops Business Accounts on behalf of the company for the purpose of ensuring the company secures the necessary revenues to operate successfully. Tasks may include selling the company's services to business customers and individual's services to include but not limited to local telephone service, long distance, internet/data service, video production, and Hosted PBX systems, etc. Performing business needs assessments, developing, presenting, and closing proposals, writing, and submitting accurate sales orders, demonstrating services/products, meeting quarterly sales goals while maintaining a high level of customer service, scheduling service installations, setting up for customer events, etc. Monitored by the Business Solutions Manager through periodic meetings, review of reports, and consideration of feedback from Management.
- 10% Conducts customer retention efforts for the purpose of ensuring customers are retained and churn is minimized to ensure a sufficient customer base for continuing operations. Tasks may include performing follow up contact with existing customers to insure they are satisfied with the quality of service they receive and to solicit referrals, assisting customers with issues and finding solutions, alerting customers to new services, etc. Monitored by Business Solutions Manager through periodic meetings, review of reports, and consideration of feedback from customers.
- 10% Develops leads for the purpose of ensuring there are sufficient opportunities to make sales to produce the revenues required by the company. Tasks may include developing and maintaining a list of existing businesses within the defined market area, making contacts, setting appointments, making on site visits to potential leads, building relationships with prospective customers; etc. Monitored by the Business Solutions Manager through periodic meetings, review of reports, and consideration of feedback from potential customers.
- 5% Tracking of information related to selling for the purpose of ensuring sufficient records exist to produce the necessary sales for the company to thrive. Tasks may include tracking sales calls, results, and trends, completing weekly and monthly sales reports, presenting the reports to the Business Solutions Manager. Monitored by the Business Solutions Manager through periodic meetings, review of reports, and consideration of feedback from Management.
- 5% Maintains product/industry knowledge for the purpose of ensuring they remain equipped to effectively sell products and solutions to customers. Tasks may include maintaining current knowledge of company products and services, remaining knowledgeable and current on changes within the communications industry, attending seminars and training, reading trade journals, etc. Monitored by the Business Solutions Manager through periodic meetings and review of training records.

*(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed to address unexpected situations or needs that may arise.)*

**RESPONSIBILITIES:**

Participates and functions effectively individually and as a member of a team. Engages in problem solving activities, identifies, and resolves task and process-oriented conflicts with the team. Provides relevant input and information to the team problem solving activities. Relates well with others when providing and obtaining, information, providing formal and informal training. Internal and external contact at all levels of the organization requires negotiation, persuasion and diplomacy with employees, customers, and vendors. Participation in strategic planning expected at least annually.

**LATITUDE:**

Most duties are defined with flexibility in arranging tasks to accomplish duties. Problem solving is accomplished independently by the performer in accordance with company policy or in collaboration with supervisor. Some decisions not effecting other departments can be made independently. Seeks approval for expenditures above \$250.

**IMPACT OF POSITION:**

Successful completion of essential job functions ensures new revenue opportunities for the company, profit development, and a successful company image. Errors are easily detected and could result in the loss of customers, money, increased operating cost and increased liability for the company.

**CUSTOMER SERVICE/INTERACTION:**

Daily, weekly, and monthly phone, written, and face-to-face contact with employees throughout the organization to complete work tasks.

Daily, weekly, and monthly phone, written contact, and face to face interaction with the public, customers, and vendors to engage in sales, exchange information, negotiate, and promote the company.

**ESSENTIAL SKILLS & REQUIREMENTS:**

**EDUCATION:**

Bachelors' degree in Business or Marketing, preferred.  
High school diploma, required.

**SKILLS:**

Administrative  
Technical  
Human relations  
Conceptual  
Political  
Emotional Intelligence  
Written Communication  
Oral Communication  
Phone  
Math  
Computer  
Multi-tasking

**EXPERIENCE:**

One to two years of sales, preferred.  
Two to three years outside sales, preferred.

**LICENSE:**

Valid KS driver's license and a good driving record, required.

**EQUIPMENT:**

Multi-line phone system, cellular phone, computer, calculator, and other general office equipment.

**PHYSICAL:**

Occasional bending, carrying, squatting, twisting, and lifting to 40 lbs. independently, required.  
Frequent utilization of manual dexterity and visualizing of a computer screen, required.

**TRAINING:**

Ongoing training as required by the company.  
Training outside of the company must be completed within one year, required.

**WORK CONDITIONS:**

Office environment and on site at customer locations.

**OTHER:**

Frequent travel by vehicle, required.  
Occasional travel by air, required.  
Occasional overnight travel, required.  
Occasional overtime, required.

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**EMPLOYEE SIGNATURE:**

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**DATE:**

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**SUPERVISOR SIGNATURE:**

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**DATE:**