

Position Title: Strategic Account Manager – Wholesale

Department: Sales

Reports To: Director of Sales

FLSA Status: Exempt

The Strategic Account Manager - Wholesale is a key position within the OTELCO Sales Organization. This position is responsible for developing business associated with the organizations wholesale services product portfolio. This position will actively work at identifying new customers and potential market opportunities in addition to maintaining relationships with existing Wholesale customers. This position will also be responsible for Sales Engineering functions associated with the Wholesale Channel and will be a resource for both Product Development and sourcing of third party access for both the Wholesale and Retail Sales Channels.

Essential Job Functions:

- Maintain wholesale sales production to meet or exceed organizational budgets.
- Identify wholesale business opportunities with carriers, ISP's and similar accounts through prospecting activities.
- Work when necessary to assist with maintenance of the existing wholesale account portfolio.
- Maximize investment in fiber builds and or network deployment by securing business with large "anchor" tenants.
- Understand core voice and data switching infrastructure and how that network can be deployed for third party sale.
- Work with various internal departments to develop cost models for deploying fiber and or network capacity.
- Understand costs associated with service deployment and maintain margins.
- Understand and price appropriately any third party network costs.
- Knowledge of telecommunications technology, products and services.
- Understand SONET and Ethernet transport networks supporting the core network infrastructure and how that network can be deployed for third party sales
- Knowledge of company products and services, especially wholesale long distance, VoIP, Hosted PBX, Managed Modem/PRI Hub Service, Collocation, wholesale Internet access.
- Knowledge of company policies and procedures.
- Knowledge of sales practices and principles.
- Ability to close sales.
- Skill in operating various office equipment. Proficient in the use of personal computer applications including Microsoft Office, and customer relationship management (CRM) applications.
- Skill in oral and written communication.
- Strong telephone communication skills for appointment setting and general communication with clients.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments and manage projects effectively.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.
- Possess excellent time management skills.
- Strong oral and written communication skills.

- Perform all other related duties as assigned by management*

*These tasks do not meet the American 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 telecommunications technology, products and services.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Knowledge of sales practices and principles. Closes sales.
- Skill in operating various office equipment. Proficient in the use of personal computer applications including Microsoft Office.
- Skill in oral and written communication.
- Strong telephone communication skills for appointment setting and communication with clients.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments and manage projects effectively.
- Ability to pay close attention to detail.
- Ability to make sound decisions using information at hand.

Education and Experience:

At least 2 years of college preferred plus three to five years of telecommunications experience.

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 internal and external customers				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.

Otelco is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.