

Position Title: Sales Account Executive

Department: Cloud & Managed Services

Reports To: Director of Cloud & Managed Services

FLSA Status: Exempt

General Summary:

The CMS Sales Account Executive is a key position within the Cloud & Managed Services division. This position is responsible for business development, new client acquisition, achieving sales targets, and maintain high levels of client satisfaction. This position will also work closely with Otelco's marketing team developing and leading our sales and marketing strategy. Maintain relationships with our partners. We expect this candidate to have previous successful experience selling IT managed services solutions.

Essential Job Functions:

- Develop and maintain a sales funnel of new business opportunities, through marketing efforts, prospecting, and networking activities.
- Assist with existing clients for upsell/cross sell opportunities.
- Develop and maintain an ongoing sales and marketing strategy using email campaigns, direct mail, cold calling, and networking.
- Maintain ongoing training to be knowledgeable of our suite of products and services.
- Grow sales revenue by achieving or exceeding agreed upon sales quotas on a monthly/quarterly/yearly basis.
- Consult with and educate clients, determine needs, and work with internal resources to generate multi-product/service solutions.
- Establish, develop, and maintain positive business and customer relationships with key stakeholders, partners, and internal resources.
- Maintain CRM tools to manage opportunities, develop account plans and pursuit/win plans.
- Ability to come up to speed quickly and deliver new business within the first 90 days.
- Other projects assigned by Director.*

*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 and experience in the Information Technology (IT) field.
- A digitally savvy individual with the ability to exploit evolving digital tools and analytics.
- Minimum 3 years' experience as an individual contributor selling end-user services.
- Minimum 3 years' experience selling into senior IT line-of-business executives.
- Experience creating, writing, and delivering presentations and proposals.
- Track record of hunting for new opportunities, developing a territory, and cultivating new account penetration preferred.
- Have the listening skills needed to understand your customers' needs, wants and objections.
- You are a problem solver with the ability to respond appropriately to your customers' questions, concerns, and complaints.
- Quick study who can understand the customer's business model and build roadmaps based on technology and service needs that deliver concise information about the products you are selling.

- Team player comfortable in a collaborative environment.
- Can create and deliver presentations and have a strong presence both in person and on video.
- Good at weighing all options when making a decision or solve a problem.
- Understand non-verbal cues and are entirely comfortable negotiating with and persuading customers.

Education and Experience:

Proven history of being successful in IT managed services sales is more important than a college degree for this position.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.				X
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations. Reaching and performing duties above waist and head. Lifting and setting up ladders.	X			
Lifting/Pulling/Pushing: Must be able to lift tools/equipment that weighs up to 75 lbs. Carry tool belt that weighs up to 25 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system and computers.				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; may involve occasional exposure to some of the elements listed above.

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, gender, identity, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.