



COMMERCIAL INBOUND SALES AGENT JOB DESCRIPTION

Vyve Business Services (“Vyve”) strives to provide its customers with the highest quality service at the best possible price. To meet this challenge, Vyve sets high standards for all its employees. Vyve expects that all employees abide by all Vyve policies and standards as described in the employee handbook and as communicated by management. Vyve expects all employees to represent the company in a pleasant, cheerful and professional manner always. Staff should treat each customer contact as an opportunity to improve system goals using effective sales and retention techniques. All staff are expected to work as a team with co-workers, management and other Vyve offices to meet or exceed system goals.

The primary function of the Commercial Inbound Sales Agent is to generate High Speed Data, Commercial Phone and Commercial Video revenue through inbound conversations with our customers. I-Sales agents will also generate sales leads through upselling to customers calling in with billing needs! This position reports directly to the Inbound Sales Manager. Duties and responsibilities include the following:

- Handle and identify Business Solutions opportunities for inbound Call Center Customers and Calls
- Manage all aspects of customer care for Business customers to include account maintenance, account renewals, review contract status and updates
- Demonstrate full understanding of current marketing campaigns, products, offerings and can communicate them clearly to customers
- Coordinate customer’s solution needs, solution estimate and final solution price quote for all Small to Medium size Vyve Business Solution products
- Communicate sales activities, reports, and results as requested by Management
- Effectively communicate product and service information, feature functionality, billing procedures, and equipment usage to each customer
- Attempt to retain or renew customers seeking disconnect, downgrade, or changes to service through examining the needs of customers as they pertain to Vyve products/services.
- Frequent and regular communication with management team
- Achieve all sales quotas set for the department by following established policies and procedures.
- Manage and develop customers through Salesforce Sales Cloud.
- Handle and help customers that have billing questions about their accounts.

Knowledge, Skills and Abilities

- Ability to work well in a team environment to meet call center goals/quotas.
- Exhibit strong sales and customer service orientation with an inclination towards helping others and proactively handle customer concerns.
- Salesforce Sales Cloud experience a plus
- Must have excellent verbal and written communication and organizational skills.

- Capability to stay organized, prioritize multiple tasks in a fast-paced environment and provide follow-through.
- Ability to pay attention to detail.
- Demonstrate the urgency to effectively resolve customer issues and/or close a sale
- Ability to comprehend, communicate and educate customers regarding features and benefits of Vyve services
- Abide by all Vyve policies and standards as described in the employee handbook and by management.

Working Conditions

- Must be able to speak clearly and communicate effectively.
- Regularly sits and stands during working hours for prolonged periods.
- Regularly work in an office setting with and around co-workers and computer equipment.
- Operate personal vehicle on a regular basis for business.

Qualifications:

Education: High School degree or equivalent required. College degree strongly preferred.

Experience: Minimum of two years of sales experience. Call Center Experience preferred.

Required Skills:

- Typing skills of 40 WPM or greater required.
- Ability to fulfill the job duties, skills and responsibilities listed above.

The above is a summary of responsibilities. Vyve anticipates that the job responsibilities described herein may change from time to time as the needs of the system are developed.

Acknowledgment

I acknowledge that I received, reviewed and understand these job responsibilities. .

Print Name

Signature

Date