



VYVE BROADBAND JOB DESCRIPTION

Direct Sales Representative (Door-to-Door)

Vyve Broadband, founded in 2012, is an innovative company serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia and Wyoming. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Vyve was formed as a platform to provide the very best next-generation services and features available, along with a sector-leading customer experience. Residential services include high-speed Internet with speeds up to 1 Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services include optical Ethernet, PRI and hosted voice services for the business community.

This is a Door to Door Sales position.

JOB SUMMARY

Support customer service and sales by assisting new and existing customers in a door-to-door environment.

ESSENTIAL FUNCTIONS

- Possess strong knowledge of Vyve Broadband's products and services to identify customer needs in an effort to sell and upsell to new and existing customers.
- Apply a positive customer service attitude in interactions with all customers. Be able to establish a positive rapport.
- Sell Vyve Broadband's products and services in a door-to-door environment.
- Accurately set up accounts for new customers, prepare work orders for installs, repairs, and other customer transactions.
- Clearly explain and demonstrate equipment connectivity and functionality.
- Follow up with customers in a timely manner if necessary.
- Be patient and understanding in all customer interactions.
- Dress in a professional manner to positively represent Vyve Broadband's image throughout the community.
- Travel to potential and existing customer homes within assigned door-to-door territory.
- Be willing and able to travel in accordance with Vyve Broadband's "Use of Vehicle for Company Business" policy.
- Communicate effectively and professionally in all forms of communication with internal and external customers.
- Adhere to Vyve Broadband's privacy guidelines to ensure each customer's privacy.
- Maintain regular attendance as required by your position.

ADDITIONAL FUNCTIONS AND RESPONSIBILITIES

- Mentor new hires as required.



- Function as an effective team member to support customer satisfaction while supporting the efforts and concepts of other departments.
- Support the mission, vision, and values of Vyve Broadband.
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
- Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
- Possess strong problem solving and decision making skills while using good judgment.
- Multi-task and change from one task to another without loss of efficiency or composure.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Identify opportunities for improvement while creating and implementing viable solutions.
- Actively follow Vyve Broadband's policies and procedures.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATION

- High school diploma or GED required. Some college preferred.
- Previous customer service experience in a retail or door-to-door environment preferred.
- Possess knowledge of Microsoft Office Suite and the Internet.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- In-person visits to a customer's home are normal in the performance of this job. Specific abilities required include accessing a customer's home by stairs or elevator, operating doors or other entrances, navigating hallways and buildings, etc., and adapting successfully to a constantly changing environment.
- Employees may be required to work in excess of 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.

WE PROUDLY OFFER:

- **a friendly and fun work environment**
- **communication and training**
- **great benefits package**
- **courtesy cable (in our markets)**
- **a culture that encourages growth**

Vyve Broadband is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.