



## **Retention Sales Representative**

### **Vyve Broadband – Shawnee, OK**

Eagle, Vyve and Northland are leading broadband Internet providers serving largely non-urban communities in 16 states. 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. Residential services include high-speed Internet with speeds up to Vyve Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services provides optical Ethernet, PRI and hosted voice services to the business community. Together, Eagle, Vyve and Northland serve areas of Alabama, Arkansas, California, Colorado, Georgia, Idaho, Kansas, Louisiana, Nebraska, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Washington, and Wyoming.

The RSR serves as the primary point of contact via telephone with customers, expected to handle all call types and save/sell appropriate services to customers. The RSR is accountable to achieving daily, weekly, and/or monthly sales and retention goals. Individuals in this position understand the complete line-up of Vyve products and their value to the customer. The RSR routinely answers inbound calls and performs at multiple task levels with computer and software applications for 8 to 10 hours per day while in a seated position.

#### **Job Duties and Responsibilities**

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- Uses established processes to determine customer needs and ethically promote appropriate Vyve products to potential and existing customers.
- Achieves sales and retention goals for percentage and volume
- Enhances customer loyalty by effectively promoting Vyve services that will enhance the quality of customers' lives and generate sustainable revenues for the company.
- Effectively utilizes sales/retention techniques to gain and/or retain new and existing customers calling to subscribe or cancel Vyve services.
- Accurately documents all customer-related transaction information, ensuring that work orders and billing systems accurately reflect the transaction requirements.
- Ensures all customer communication is professional, courteous, and helpful so that potential and existing customers understand their value to Vyve.
- Engages in all sales and service-related tasks, including but not limited to process improvement, group and individual call observation, quality calibration, and mentoring activities.
- Follows up on customer-related issues, including processes involving other departments.
- Treats all company employees, customers and vendors with respect
- Performs other duties as required.



**Required Qualifications:**

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- High School Diploma or equivalent, Associate's Degree preferred
- Minimum 1 year experience in customer-facing environment, in-person or call center.
- Ability to learn quickly and deal with complex technology changes
- Exceptional interpersonal skills and excellent communication (verbal and written) skills
- Excellent computer skills (Windows Operating Systems, Microsoft Office, ISPs, etc)
- Excellent organizational skills and the ability to self-manage your line of business

**Preferred Qualifications:**

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- Previous sales experience in a goal-oriented environment.
- Previous call center experience
- Previous experience selling with an established sales process

Vyve Broadband, Northland Communications, and Eagle Broadband are equal opportunity employers and do 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.