

**DATE POSTED:** April 5, 2019  
**CLOSING DATE:** April 12, 2019 – 5:00 P.M.



## Job Announcement

The following full-time two (2) positions are available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an Employment Application form to the Human Resource Office no later than the posted closing date above.

**JOB TITLE:** BUSINESS ACCOUNT MANAGER  
**DEPARTMENT:** ENTERPRISE SALES  
**LOCATION:** GUAM  
**SALARY LEVEL:** 6i  
**STARTING SALARY:** \$30,285.00 (negotiable based on experience)  
**FLSA STATUS:** EXEMPT  
**JOB POSTING #:** #6929/#G-33-2019-04

### **Job Summary:**

The Business Account Manager is responsible for representing IT&E to the business community and developing connections that will lead to the sale and continued usage of IT&E products, equipment and services. The Business Account Manager, under the guidance of the Sales Manager, will implement the department's sales strategy within an assigned territory to maximize the company's position as a key provider of business telecommunications products and services.

### **Essential Duties and Responsibilities:**

1. The Employee will: Know and uphold the established IT&E Mission, policies and procedures, relevant provisions of the union agreement, Department and Division objectives, quality assurance and safety programs and standards.
2. Assist the Sales Manager in the development of the IT&E sales strategy, providing input and expertise relevant to sales issues, developing individual and departmental goals and objectives.
3. Implement sales strategies that will enable the achievement of sales objectives and create profitable market expansion for the various IT&E services and products.
4. Develop business contacts through e-mails, telephone calls and office walk-ins.

5. Follow up on initial contacts through face-to-face meetings with customers to determine their initial basic telecommunications needs.
6. Provide information to customers and educate them regarding available products and services and the range of options and prices.
7. Perform initial survey of business site and obtain planned locations for product installation; obtain location diagram from customer or prepare one, if not available.
8. Prepare sales proposal and quotation and deliver to customer, clarifying details and answering any questions.
9. Follow up on proposals with customers until obtaining the customer's approval, amending initial proposal as required.
10. Initiate the processing of the service order and monitoring its progress until installation is completed.
11. Receive service and trouble calls from business account clients and coordinates with the department's support staff to ensure timely and appropriate resolution of trouble calls.
12. Review work assignments, work reports, and other performance metrics, with the Sales Manager.
13. Provide input to departmental sales reports to show sales volume and product sales statistics.
14. Participate in in-service training, cross-training, and other programs and strategies to improve sales skills and productivity and to enhance personal advancement potential.
15. Assist the Sales Manager in the training of new employees, as directed.
16. Perform other related duties or tasks as assigned or required.

**Minimum Qualification Requirements:**

Education: Associate's degree from an accredited college in marketing, advertising, business management or related field, or

Work Experience: Two years professional-level sales experience, preferably in the telecommunications industry

**Licensure/Certification/Professional Association:**

None Required

**Special Knowledge, Skills and Abilities:**

1. Knowledge of:
  - a. Sales and motivation techniques
  - b. Self-motivational theories and practices, especially sales motivation
  - c. Principles and concepts of team work

2. Skills in:
  - a. Managing human and material resources
  - b. Researching and analyzing market and sales trends
  - c. Preparing written reports, statistics and analyses
  - d. Public speaking and marketing/sales presentations
  - e. Use of personal computer hardware and Microsoft software programs
  
3. Ability to:
  - a. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
  - b. Understand and explain to customers the details of telecommunications equipment, business systems, networks, and processes
  - c. Make logical and sound decisions in the resolution of difficult and complex sales situations
  - d. Work in a team environment and maintain high personal morale and motivation
  - e. Analyze, understand and interpret work situations, technical documents, reports and results
  - f. Perform in a self-directed, hard-working, creative and forward thinking manner

**As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.  
IT&E is a Drug Free Workplace.**