

**DATE POSTED:** August 20, 2019  
**CLOSING DATE:** August 26, 2019 – 5:00 P.M.

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## **Job Announcement**

The following Full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above.

**JOB TITLE:** ENTERPRISE ACCOUNT SPECIALIST  
**DEPARTMENT:** ENTERPRISE SALES  
**LOCATION:** GUAM  
**SALARY LEVEL:** 5I  
**STARTING SALARY:** \$26,936.00 (negotiable based on experience)  
**FLSA STATUS:** EXEMPT  
**JOB POSTING #:** #7576 / #G-76-2019-08

### **Job Summary:**

The Enterprise Account Specialist is responsible for supporting and assisting the Enterprise Account Managers in representing IT&E to the business community. The Enterprise Account Specialist, under the guidance of the Enterprise Account Manager, will implement the department's sales strategy by assisting the Enterprise Account Manager within an assigned territory to maximize the company's position as a key provider of business telecommunications products and services.

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

The Employee will:

1. Know and uphold the established IT&E mission, policies and procedures, IT&E and department objectives, quality assurance and safety programs and standards.
2. Work with Enterprise Account Managers to meet and exceed monthly sales targets by acquiring and retaining the accounts of Key, Government, Federal, Military, Enterprise and Small and Medium Business (SMB).
3. Generate new business in existing Account Manger territories through prospecting, cold calling, networking, generating leads and referrals.
4. Identify customer needs and utilize solution-based selling techniques to fully demonstrate the value of IT&E products and services.

5. Customer Retention: Provide follow up training for new customer, handle equipment issues, perform rate plan analysis, explain billing and interact with Support Team on customer service issues. Maintain and grow existing customer base and manage churn.
6. Documentation and Reporting: Fully utilize sales activity and pipeline reports. Assist Business Account Manager Team in completion of contracts and report generation, including tracking and forecasting reports.
7. Continuously update knowledge of wireless products, services, industry trends and the competitive dynamics of the marketplace. Participate in training opportunities on products / services and attend sales meetings. Represent company at trade association meetings to promote IT&E and increase presence in the community.
8. Prepare or amend sales proposal and quotation under the direction of Business Account Manager.
9. Initiate the processing of the service agreements and monitoring its progress until installation is completed.
10. 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.
11. Create marketing concepts to "upgrade" customer's advertising and improve the aesthetics of their ads; sell all products with emphasis on "display ads"/greatest presence in the directory.
12. Maintain accounts receivables in compliance with company policy; input billing/invoices for all clients; maintain employee files; organize and file contracts and ad proofs for each client.
13. Complete paper work on a timely basis, submitting copy sheets, final proofs, daily call sheet, sales reports, contracts, payments and commission-reports by established due dates.
14. Insure accuracy of all final proofs, by being on time and ready when the "final pour" of the book is being accomplished.
15. Deliver books to clients in territory upon completion and release.
16. Provide input to departmental sales reports to show sales volume and product sales statistics.
17. Participate in in-service training, cross-training, and other programs and strategies to improve sales skills and productivity and to enhance personal advancement potential
18. Perform other related duties or tasks as assigned or required.

**Minimum Qualification Requirements:**

Education: Associates degree from an accredited college in marketing, advertising, business management or related field or equivalent.

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

**Licensure/Certification/Professional Association:**

Valid Guam Driver's License

Ability to pass necessary government security access checks.

**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 presentation
  - e. Use of personal computer hardware and Microsoft software program
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**