

Tri-County Electric Membership Corporation

Gray, GA

POSITION DESCRIPTION

I. POSITION IDENTIFICATION

- A. Position Title: Tri-CoGo Business Development Representative
- B. Date: December 15, 2023

II. OBJECTIVES

A. Objectives Common to All Employees

1. Promote the sales and delivery of fiber-to-the-home broadband internet service to the community, acting as a brand ambassador, responsible corporate citizen, and representative of the organization at all times to the communities served by Tri-County Service Center, Inc. dba as Tri-CoGo.
2. Safety - Responsible for the knowledge of and abiding by the Board of Directors approved Georgia EMC Safety Operations Manual.

B. Objectives Unique to This Position

1. The individual is responsible for direct Commercial/Enterprise sales for Tri-CoGo Fiber. This includes prospecting, contacting prospective clients, identifying needs and solutions for the client/prospective client, scheduling appointments, and closing sales. The priority for this position is to increase the customer base and revenue for Tri-CoGo.

III. AUTHORITIES, ACCOUNTABILITIES, AND REQUIREMENTS

- A. Reports to: Tri-CoGo Chief Operating Officer
- B. Supervision: None
- C. Accountability: Accountable to supervisor for the proper and complete performance of job duties.

IV. FUNCTIONS

- A. Identify prospective clients using cooperative member data or other database resources both within and adjacent to the fiber affiliate and electric cooperative's territory.
- B. Work with sales and network operation team to understand customer needs, routinely analyzing ongoing market conditions, competitor activities, and other intelligence to adjust marketing plans as necessary.
- C. Collaborate with Tri-CoGo Marketing Coordinator to generate promotional, branding, and customer education collateral to support commercial sales.
- D. Coordinate, as necessary or directed, with installation technicians sufficiently to ensure the timely and correct installation of products and services purchased at a high standard of excellence such to promote an outstanding customer experience.
- E. Maintain a relationship with existing customers, providing an outlet for issues with billing or service and to ensure customer retention and satisfaction.
- F. Complete bi-monthly logs and reports as directed by the supervisor.
- G. Plan and implement participation in corporate or community events in an effort to increase direct sales and brand awareness.
- H. Work with management team to identify and implement new products specific to target audience.
- I. Work with management team to identify potential areas for network expansion.
- J. Maintain relationships with elected officials and key community organizations such as chambers of commerce, school boards, and development authorities.
- K. Maintain professional and technical knowledge by attending company or vendor provided workshops; reviewing professional publications; establishing personal networks; or participating in professional societies. Overnight stays will be required.
- L. Perform all other duties as may be assigned by the COO or designee.

Tri-County Electric Membership Corporation

Gray, GA

POSITION SPECIFICATION

I. POSITION IDENTIFICATION

A. Position Title: Business Development Representative

B. Date: December 15, 2023

II. MINIMUM QUALIFICATIONS

A. High School Diploma or Equivalent

B. Demonstrated sales experience in a telecommunications or related field

C. Strong written and oral communication skills

D. Experience in a commissioned based sales environment

E. Strong client prospecting and closing skills and a proven ability to work both independently and in a team environment

F. Must be detail oriented in completing reports, proposals, and daily schedules while setting and meeting priorities

G. Must have excellent organization skills to work with and coordinate installation of sales order and communicating with customer activities/schedule

H. Must have excellent account management skills to identify any issues and work to resolve them in meeting customer expectations and company's commitment to excellence

I. Knowledge of current industry-related terminology, procedures, and equipment. Should have proficient knowledge of CRM programs

J. Must have a valid driver's license

III. PREFERRED QUALIFICATIONS

- A. Bachelor's degree.
- B. Knowledge of telecom networks and the ability to discuss and present related products and services to prospective clients.
- C. Five years' experience in telecommunications sales (fiber optic, telephone, networking, cloud services, or video applications).
- D. Three years' experience working with VOIP systems.
- E. Working knowledge and understanding of broadband and fiber technologies, including but not limited to GPON, fiber connections related to plant, and outside plant in a field setting.

IV. EXEMPT STATUS

This position is not subject to overtime pay according to the Fair Labor Standards Act. Work outside of normal business hours will be routinely required.

V. WORKING CONDITIONS

- A. 20% in Office
80% Outside - Traveling within Territory
- B. Physical Requirements (Approximate)
 - 20% Walking
 - 20% Standing
 - 50% Sitting – Computer terminal, driving, meeting with customers
 - 5% Lifting (Maximum 40 pounds, unassisted)
 - 5% Pulling and Pushing
- C. Operation of Vehicles and Electronic Equipment
- D. Exposure to Hazardous Conditions
 - Electrical equipment
 - Dogs, insects, and reptiles
 - Toxic vegetation