



Job Description: Outbound Sales Specialist

The MTC Outbound Sales Specialist (OSS) is responsible for the execution of customer facing tasks including but not limited to outbound sales tactics driving exposure and ensuring customer acquisition/retention goals for the company. This position reports directly to the Business Development and Marketing Manager. The OSS will also periodically work with the management team helping to implement and develop new strategies to ensure we are providing the best experience for our existing and potential customers.

Responsibilities and duties include but are not limited to:

- Works with Business Development and Marketing Manager to develop and implement direct sales initiatives, and customer acquisition plans.
- Works with the Marketing Department to develop and implement campaign materials.
- Meets regularly with Customer Experience Manager and Business Development and Marketing Manager to discuss sales initiatives.
- Responsible for meeting the monthly, quarterly and annual sales objectives of the company.
- Coordinates the direct sales initiatives of MTC services to both existing and potential subscribers.
- Interacts with and assists both Residential and Commercial Services Representatives.
- Works with the Management Team to analyze company sales efforts, disconnect / downgrade activity as necessary to ensure sales goals are met.
- Proactively interact with Customer Service Department to insure updated communication regarding sales campaigns, sales training, and customer experience.
- Provides consistent monthly analytical reporting for past, present, and future tasks reviewing and updating the effectiveness of direct sales initiatives.
- Attends external and facilitates internal sales meetings and training sessions.
- Other administrative duties as required.

Requirements include but are not limited to:

- Part Time to Full Time Schedule
- Days, Nights, and Weekends
- Work in a highly responsive relationship with Management
- Professionalism and strong customer service attributes
- Maintain required customer privacy and comply with CPNI and Red Flag rules
- Takes initiative and works independently
- Comfortable working in field (follow-up and direct sales)
- Strong written and oral communications skills
- Positive working attitude and professional appearance
- Adaptable with a desire to learn
- Possess a valid driver license which meets the MTC insurance requirements
- Comply with the Drug Free Workforce Act
- Follow job safety policies and procedures
- Comply with Smoke Free Policy