

## Inside Sales Representative

### Job Description

The Inbound Sales Representative is a consultative professional sales position within our sales team. Individuals in this position are responsible for residential cable, internet, home phone and home management services. This professional is responsible for learning a customer's household needs and making recommendations while maximizing revenue for Atlantic Broadband.

### Responsibilities:

- Conducts proactive consultative needs analysis with new and existing customers including the development of client centric product solutions. They are experts in all ABB products, services and packages in order to support the needs of our customers.
- Answers Inbound residential customer calls, covering a full range of Atlantic Broadband services, including obtaining all information necessary for resolution of transactions. Calls must be handled in a timely and professional manner and in accordance with company policies and procedures.
- Achieves all sales standards set for the department by following the established departmental policies and procedures.
- Demonstrates full understanding of current marketing campaigns and offerings and has the ability to communicate them clearly to customers at every sales opportunity.
- Provides quality customer service over the phone, including information regarding products and services, billing, repair, collections and other types of inquiries.
- Responds to customer complaints in a professional manner; attempts to resolve complaints successfully and upsell in accordance with established guidelines.

### Experience:

- Customer centric mentality (1 – 2 years high volume call center experience).
- Sales experience required (2+ years in a commissioned based environment preferred).

### Education Requirements:

- Bachelor's degree (B.A.) from four-year college or university or equivalent combination of education and experience, preferred
- High school diploma or general education degree (GED), required.