



Sales Coach & Trainer **Quincy, MA**

Position Profile:

The Sales Coach & Trainer position will design and deliver educational programs for sales teams, conduct skills gap analyses and evaluate results after each trainings session. This role will work closely with sales to identify opportunities and challenges and recommend ways to increase productivity.

Responsibilities:

- Work closely with Corporate Sales & Product leadership on increasing current sales performance for all residential sales channels.
- Independently design training modules and conduct classroom training on High Impact Sales Techniques.
- Conduct ride-outs with Direct Sales Representatives within their working locations and provide real-time coaching and feedback.
- Conduct individual coaching sessions and side by side live coaching sessions to maximize learning opportunities and growth of our frontline and leadership employees.
- Partner with frontline leadership to help create and foster a sales coaching environment for both front line employees and leaders.
- Improve training effectiveness by developing new approaches and techniques and then delivering specific one-on-one agent support as well as group trainings.
- Organizes and update any and all sales-specific training materials and intranet documents and partner with Training Team to make available for reps.
- Responsible for designing and disseminating new product training and positioning information to all front line employees.
- Responsible for assisting residential sales channels with achieving and exceeding metrics such as PSU goals, Triple Play Sell in, and Close Rate.
- Provide feedback on frontline observations and assist with the development of coaching and training programs based on areas of opportunity.
- Work with Sales Training leadership to create training goals as well as achieve outlined goals.
- Assist with conducting New Hire training for new DSR employees as well as Sales Boot Camps for all Residential Sales channels.

Requirements/Qualifications:

- Frequent travel required to all Atlantic Broadband regions and call centers.
- Occasional weekend travel or work possible.
- Sales experiences required.
- Training or coaching experience preferred.
- Experience using Power Point, Microsoft Word, and Excel required.
- Ability to communicate with all levels of the organization.