



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, Burlington, VT 05401

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Residential Sales Manager

Burlington Telecom

POSTING DATE: October 27, 2011

RATE OF PAY: \$59,668 - \$71,980/year

EXEMPT/NON-EXEMPT: Exempt

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

DEADLINE TO APPLY: November 10, 2011

POSITION STATUS: Regular FT

CLASSIFICATION GRADE: NC

The Residential Sales Manager is responsible for: directing sales and marketing efforts to subscribers and potential subscribers; supervising the customer service team and ensuring the customer service call center is aligned with and meets the organizational financial, operational and service plans of Burlington Telecom (BT).

Essential Job Functions:

- Develop, train, motivate and manage the residential sales/customer service representative (CSR) team to make sure that organizational goals, objectives and policies are followed.
- Determines strategies for growing BT's residential customer base and assists with the development of marketing efforts and materials prior to implementation.
- Monitors and analyzes BT's residential churn and devises plans and actions to slow and reverse churn. Set monthly goals for subscriber counts and services with the CSR team. Report monthly to the BT management team on plans and outcomes
- Monitors and analyses competitor product offerings and ensures that BT CSR's have an understanding of BT's offerings and pricing, relative to the competition at all times.
- Define and articulate BT's residential value proposition in the Burlington Community through both words and actions.
- Works closely with the BT graphic design department to provide input and guidance on the development of marketing materials to support residential sales efforts.
- Works with the residential sales/customer service team members to successfully carry out the residential sales plans.
- Monitor the quality of work from the residential sales/customer service team members as defined by the quality assurance process.
- Develops residential sales strategies and goals for BT and ensures that residential sales/customer service team members are trained and prepared to meet their individual and team goals for new customers as well as call-out programs.
- Develops work procedures, prepares work schedules, coordinates and expedites workflow for residential sales/customer service team members.
- Responsible for leading the design, planning and implementation of customer call flow systems; specifically sales and customer service calls, service, order entry systems and customer records management systems to ensure most effective use and operation.
- Represents BT at identified community functions.
- Prepares documentation, communicates residential sales and customer service request findings and recommendations to the General Manager on appropriate action/solutions.
- Prepares the residential sales/customer service annual operating plan and budget for approval by the General Manager.
- Receives incoming customer calls and handles/distributes them accordingly.
- Receives and handles escalated customer complaints
- Enters customer information into various internal systems.
- Tracks order flow to ensure timely completion of orders.
- Works as a liaison between residential sales/customer service, the outside plant and help desk division manager to ensure timely completion of orders and clearance of troubles.
- Performs service order provisioning through multiple user interfaces and multiple types.
- Utilizes other systems and interfaces as needed.
- Processes customer payments.
- Participates in cross selling/ up-selling of product lines.
- Receives, directs and or performs basic troubleshooting functions.
- Submits Public Service Board reports.
- Attends trainings as directed.
- Assists in creating policies and procedures for the Residential Sales/Customer Service Department.
- Creates internal tracking reports and other reports as needed.

Qualifications/Basic Job Requirements:

- Bachelor's Degree and two years of experience or an Associates Degree and six years of experience in one of the following (combined or separate): residential sales and marketing; customer service call center operations at a Competitive Local Exchange Carrier (CLEC); and/or Cable TV experience serving a broad range of customers.
- Prior experience in a dispatch position or complaint resolution position preferred.
- Familiarity with FairPoint LNP, E911 and ASR/LSR systems required.
- Proficiency with Microsoft Office Products and experience in database operation required.
- Familiarity with Vermont State Public Service Board rules and regulations desirable.
- Familiarity with Telecommunications Industry policies and procedures required.
- Ability to communicate effectively orally and in writing.
- Prior experience with customer account management.
- Strong analytical skills required.
- Must be able to work independently and as part of the customer service team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Ability to work nights, weekends and holidays if required.
- Proven ability to display excellent interpersonal skills including effective communication and the ability to coach and supervise subordinates.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

The City of Burlington does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, or disability in employment or the provision of services. Submit City of Burlington Application, Cover Letter and Resume by November 10th, 2011 to: Human Resources Department, 179 South Winooski Avenue, Burlington, Vermont 05401. Available in alternative formats for persons with disabilities. For disability access information, or to request an application, contact Human Resources at (802)865-7145 or (802) 865-7142 (TTY) Visit our Web site: www.hrjobs.ci.burlington.vt.us

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.