



Business Account Specialist

Department: Business Development and Sales

Location: Anchorage

FLSA: Non-Exempt

Reports To: Business Sales and Service Manager

Approved By: Jens Laipenieks

Revision Date: 1.22.19

Effective Date: 1.22.19

Position Description

This position is responsible for the primary post sale relationship with ASTAC's Enterprise and Business customers by interacting with sales team and customers to implement products and services, conduct quarterly account reviews, facilitating repairs, and conducting customer training on all ASTAC and ASTAC Broadband, LLC products.

1. Principle Accountabilities

- 1.1. Excel in maintaining strong customer relationships by assisting the sales team with product and service delivery.
- 1.2. Assists Enterprise and Business Sales Executives with order initiation and completion of service orders, billing and coordinating with customers to provide services as requested.
- 1.3. Conduct customer training, execute product orders, and provide sales and basic technical support to ASTAC personnel.
- 1.4. Perform routine customer account maintenance. Resolves or coordinates resolution of customer account issues.
- 1.5. Ensure timely and accurate execution of complex business (TLS, Dedicated Internet, PRI and T1's) orders pursuant to ASTAC policies, procedures, practices, and coordinate equipment delivery and installation.
- 1.6. Coordinate with various ASTAC work groups to track backlog of pending orders; identify, resolve and eliminate potential problems with minimal customer impact. Know when to escalate issues to the Sales Executive and assists in resolution, as directed if unable to resolve.
- 1.7. Process collections, payment arrangements and Non-Pay Disconnects.
- 1.8. Compile customer database information to prepare quarterly customer account review summary and recommend changes to service offerings as necessary. This includes overall customer counts and revenue.
- 1.9. Maintain professionalism with internal and external customers.

2. Additional Responsibilities

- 2.1. Have or learn a basic understanding of our ultra-remote telecommunications infrastructure, especially Deadhorse, AK. Stay current with changes and development in the telecommunications industry including but not limited to Wireless LTE and VPLS. This includes gathering competitive information on products and services, mainlining market awareness, and sharing information with the marketing and customer service department.
- 2.2. Position will measure customer satisfaction metrics on various individual customer satisfaction criteria, as well as the total customer experience. If metrics fall below the thresholds, the BSA will conduct additional research and take steps to correct deficiencies. For example, some customers might feel like parts of the process are slow or delayed. BSA will identify and analyze the issues then subsequently develop new processes to eliminate the delays. Position will make recommendations to Business Sales and Service Manager on optimal methods to improve metrics from both the customer and company perspective.
- 2.3. Position will make recommendations on process improvement and update procedures as needed.

3. Knowledge, Skills, and Abilities

- 3.1. Demonstrates knowledge of Internet and Wireless services and technology.
- 3.2. Exceptional communication and presentation skills
- 3.3. Proficient in working with Personal computers, Internet applications, Microsoft Office Suite
- 3.4. (Word, Excel, PowerPoint and Outlook) as well as Customer Relationship Management Systems (CRM) and Provisioning systems. Salesforce.com (CRM) and NISC (provisioning system) experience a plus.
- 3.5. Demonstrates knowledge of Interstate, Local and Intrastate tariffs.

4. Education and Experience Required

- 4.1. Seven (7) years handling complex business accounts in the telecommunications industry, or a four-year college degree and more than two (2) years handling complex business accounts in the telecom industry.



Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

I also agree that my Manager, the General Manager, and the Board of Directors retain the right to change this Position Guide at any time.

<i>Employee</i>	<i>Date</i>	<i>Supervisor</i>	<i>Date</i>
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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.