

**POSITION TITLE**

Brand Ambassador (no previous experience necessary)

**DEPARTMENT**

Customer Operations

**COMPENSATION PLAN**

\$15.00 - \$20.00 per hour + (performance bonuses)

**SHIFTS**

Monday-Friday 10am-7pm CST & Saturday 9 - 6, Full time, and Part Time Positions available

**POSITION SUMMARY**

The Brand Ambassador position is focused on signing up homeowners to start internet services with us. Everyone needs internet and we want to show our new customers that it can be done by a few clicks right on their phone. If you are looking for a job where you can get exercise in and work on your phone, then you are the person we are looking for this door knocking position! We are searching for people seeking a career path where you are happy to talk to strangers and meet your sales goals to move up your career with us. Does this sound like you? Apply today. Immediate hiring now.

**SUPERVISION RECIEVED**

Works under the Customer Service Manager

**KEY JOB RESPONSIBILITIES/DUTIES**

- Responsible for canvassing assigned territory.
- Proactively communicate w/ customers to have them sign on with us for internet services.
- Identify customer needs and become their favorite vendor to do business with.
- Aggressively and proactively provide the highest level of customer service.
- Perform all work duties as deemed by management.
- Positive, winning attitude, strong work ethic and teamwork.

**PERIPHERAL RESPONSIBILITIES/DUTIES**

- Continuous development and team support.

### **DESIRED MINIMUM QUALIFICATIONS**

- H.S. graduate
  - 1-year telecommunications (not required but preferred experience)
  - 1-year sales experience (not required but preferred experience)
  - 2-year customer service (not required but preferred experience)
- (Any equivalent combination of education and experience)

### **REQUIRED MINIMUM QUALIFICATIONS**

- Must be able to communicate accurately with customers and coworkers using email and telephone.
- Ability to manage their time and tasks to completion with minimum supervision.
- Must be able to effectively manage conflict resolution.
- A thorough understanding of business relationship fundamentals with emphasis on customer interaction, problem identification and resolution.
- Excellent Communications skills and ability to interact with many different levels of personnel, including management, administrative and technical.
- Demonstrated ability to rapidly grasp customer concerns/issues and show multi-task organization
- Highly motivated self-starter with good organizational skills and follow-up.
- Demonstrate the ability to work independently and effectively
- Ability to adapt and thrive with change.
- Exceptional time management and organization skills.
- Strong interpersonal, negotiation, and oral presentation skills.
- Ability to work in a fast-paced environment with a “can-do” attitude.
- Must be able to operate a personal vehicle for business related commutes.

### **SPECIAL REQUIREMENTS**

- Must have valid driver’s license with clean DMV.
- No DUIs within the past 3 years.
- Maximum of 3 points on driving record.
- Clean criminal record.

### **TOOLS AND EQUIPMENT USED**

- Computer, including word-processing, database and spreadsheet programs, calculator, telephone, copy and fax machine.
- Reliable Transportation

### **PHYSICAL DEMANDS**

- The physical demands described herein are representative of those which must be met by an employee to successfully perform the essential functions of his/her job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit, talk, and hear. The employee is occasionally required to walk, use of all upper extremities in the operation of objects, tools, or controls.
- The employee must occasionally lift and or move up to 25lbs. Specific vision abilities required by the job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is moderate.

**SELECTION GUIDELINES:**

Formal application, rating of education and experience, oral interviews, reference check and job-related evaluations may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed.

The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to the position.

The job description does not constitute an employee agreement between the employer and employee and is subject to change by the employer as the needs of the business and requirements of the job change.

**COMPENSATION PLAN:**

Earning potential of up to \$20 per hour plus performance bonuses.