

## Job Description

**Job Status:** Permanent / Full-time  
**Title:** Agent Sales Support Analyst  
**Reports to:** Director of Sales Support  
**Location:** Neptune, NJ

**Position Overview:** The primary objective of this position is to support the activities of sales agents and coordinate the evolution of sales leads for commercial voice, internet, data and managed services products into signed service orders. The candidate will report to the Manager of Agent Sales Support.

### Responsibilities and Functions

- Review and qualify product sets for prospective customers
- Develop and maintain in depth knowledge of product catalog, pricing, and promotions.
- Customer proposal generation.
- Customer invoice analysis.
- Complex services quoting.
- Prospect Margin Analysis.
- Liaison between outside sales agents and internal personnel to assist in coordination of service delivery.
- Ensure customer contracts are accurate and complete.
- Order entry duties as required.

### Desired Skills & Experience

- Some college or professional development education required. Associates or Bachelor's degree in business preferred;
- Two or more years of sales or sales support experience preferred;
- Previous experience within the telecommunications industry highly desirable;
- Ability to read and understand telecom invoices and customer service records highly desirable;
- Strong organizational, project management and interpersonal skills and a sensitivity to understand sales and customer needs is REQUIRED.
- Ability to multi-task within a fast pace sales environment and hit deadlines is REQUIRED.
- Excellence with Excel is REQUIRED
- Ability to work quickly and effectively with other standard MS Office products is REQUIRED
- Excellent written and verbal communications skills are essential.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.



We keep it simple. We make it personal.

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**Company Description:** For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.

**To Apply email:** [hr@spectrotel.com](mailto:hr@spectrotel.com)

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