



DirectLink has an opening for a Business Account Manager in Canby, OR.

The primary purpose of this position is: Consults with members to successfully utilize company products and services, exceeding member expectations from initial contact through the implementation of product solutions.

Essential Duties:

- Build and maintain relationships with local business members to ensure product satisfaction by communicating over the phone and premises visits.
- Stays up to date with industry developments and share this information with the Marketing team.
- Competently and confidently handles all inquiries regarding tariffs, billing codes and billing inquiries.
- Prepares business proposals and contracts as well as coordinating sales and service activities with the appropriate department.
- Respond to all member inquiries by phone, in person or by mail, issuing service orders and coordinating company product efforts as necessary to exceed member expectations.
- Provide members with basic technical support and knowledgeable product recommendations dependent upon the member's needs.

Job Requirements:

- High school diploma or equivalent and a minimum of two years outside sales experience.
- Possess a valid driver's license with a good driving record.
- Experience in a telecommunication environment preferred.
- Knowledge of DirectLink products and industry market.
- Ability to communicate, resolve problems, and simultaneously manage multiple projects.
- Proficiency using Word and Excel.
- Bilingual in Spanish a plus.
- Demonstrate strong sales ability by cold calling new prospects and exiting members.

DirectLink connects over 8,000 members to the world they work, play, and live in through Internet, video, and voice services. The service area includes over 100 square miles in the Canby and Mt. Angel communities located in the northern Willamette Valley, Oregon. DirectLink is a not for profit telecommunications cooperative that began in 1904 and employs over 60 people who contribute to the vitality, creativity, knowledge and expertise that make the company an exciting and challenging place to work. The company has been nationally recognized many times as an innovative industry leader. Visit www.directlink.coop for more information.

The DirectLink team has committed to; creating a culture of community by breaking down barriers, overcoming adversity and encouraging passion and pride while delivering extraordinary experiences to all. We are a drug free company and offer a generous benefits package. If you are a qualified candidate, share our values and would like to join the DirectLink team please apply ASAP! Email your resume and cover letter to jobs@directlink.coop or fax 503-263-9399.