



If you thrive in working in a team that has committed to; creating a culture of community by breaking down barriers, encouraging passion and pride while delivering extraordinary experiences to all, then look no further! DirectLink has an immediate opening for a full time **Small Business Relationship Associate** in Canby, OR.

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 primary purpose of this position is: Consults and serves business account members to successfully utilize company products and services, exceeding members' expectations from initial contact through implementation and beyond in accordance with company and department standards.

Essential Duties and Job Requirements:

- Demonstrated knowledge and understanding of successful sales techniques and end user relationship management.
- Ability to identify prospects for revenue generation, member retention, establishing and enhancing relationships with small business members with periodic telephone and premises visits to ensure ongoing member satisfaction with all services purchased from DirectLink.
- Keep members informed of current upgrade offerings, marketing promotions or changes to their telecommunication services and introduces available technologies and applications that support their communication needs.
- Demonstrated sales ability including the ability to cold-call on new prospects and existing members to pro-actively sell new services. Must be able to build and nourish long term business relationships by gathering data, assisting in developing a business solution, proposal and closing the sale so members understand the value the company offers.
- Responds to all member inquiries by phone, in person, by mail or in writing. Ability to enter orders and coordinate company product efforts as necessary to exceed member expectations.
- Ability to communicate, resolve problems, and simultaneously manage multiple projects.
- Provide members with basic technical support including; internet, complex business systems, telephone equipment, and broadband services.
- Stays current with changes and developments in the telecommunications industry, and participates in the development and introduction of applicable new product and service offerings.
- Possess a valid driver's license with a good driving record.
- Bilingual in Spanish a plus.
- The ideal applicant will have a bachelor's degree and or equivalent work experience. Minimum of two years business sales experience. Experience in the telecommunications industry preferred.

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 submit your resume by email to jobs@directlink.coop or fax 503-263-9399.