

JOIN OUR TEAM

WE'RE GROWING!

All West is a leading provider of high-quality internet, phone, and television services in the greater Utah area and Wyoming. We are dedicated to delivering exceptional customer experiences and innovative solutions to meet the evolving needs of our customers. Join our dynamic team and help us drive success in a fast-paced, rapidly growing, and rewarding environment.

We are seeking a motivated and results-driven MDU Account Executive to join our sales team. In this role, you will be responsible for working closely with prospective and existing MDU customers to meet their needs with internet, phone, and television services. Your goal will be to drive growth, achieve sales targets, and provide outstanding customer service.

We're looking for someone who focuses on the big picture, but isn't afraid to get into the weeds, to create a significant impact. You excel at working with and communicating across diverse groups, earning respect and trust. You have an ability to translate complex technological benefits into straightforward business terms. Your strong drive for success is matched by your commitment to helping those around you excel. You understand that your achievements are intertwined with the success of your clients.

Responsibilities:

The MDU Account Executive is responsible for generating sales and maintaining good customer relationships with HOAs, apartment complex management, senior living properties, RV Parks, and off-campus student housing. Key responsibilities include:

- **Customer Engagement:** Identify and engage potential customers through various channels, including phone calls, emails, and in-person meetings.
- **Product Knowledge:** Develop and maintain a comprehensive understanding of our internet, phone, and television products and services to effectively communicate features, benefits, and pricing to customers.
- **Sales Strategy:** Utilize sales techniques and strategies to convert leads into customers and meet or exceed sales targets.
- **Customer Solutions:** Assess customer needs and recommend tailored solutions that align with their requirements and preferences.
- **Relationship Building:** Build and maintain strong relationships with new and existing customers to ensure satisfaction and foster repeat business.
- **Follow-Up:** Provide timely follow-up with potential and current customers to address questions, resolve issues, and close sales.
- **Documentation:** Accurately complete and maintain sales records, customer information, and transaction details in the CRM system.
- **Market Awareness:** Stay informed about industry trends, competitors, and market conditions to effectively position our offerings and adapt sales strategies as needed.
- **Team Collaboration:** Work closely with other sales team members, customer service, and technical support to ensure a seamless customer experience.

Qualifications:

- Proven experience in sales, preferably in the telecommunications or technology industry.
- Excellent communication and interpersonal skills with the ability to engage and persuade customers.
- Strong commitment to delivering exceptional customer service and solving customer problems.
- Demonstrated ability to achieve sales targets and drive business growth.
- Ability to quickly learn and adapt to new products, services, and sales techniques.
- Basic knowledge of internet, phone, and television technologies is a plus.
- Skilled in engaging and communicating with diverse audiences.
- Proficient in captivating your audience's attention.
- Capable of translating complex technological benefits into clear, accessible language.
- Experienced in complex technical solutions or systems integration sales.

- Capable of managing multiple projects and dealing efficiently under tight deadlines.
- Skilled in developing existing business and forging high-level client relationships.
- Adept at understanding client needs and crafting custom wireline solutions through consultative selling.
- Experienced in responding to RFPs, building compelling business cases, and securing contracts.
- Effective in collaborating with internal and external partners from sales through implementation.
- Proficient in streamlining processes, managing sales activities, and forecasting accurately.
- Skilled in managing clients and internal expectations.

Technical Skills:

- **Business acumen:** Understanding of industry trends, customer challenges, and market dynamics to tailor sales approaches and messaging.
- **Sales demo skills:** Ability to conduct effective sales demos, highlighting the product's unique selling points and addressing customer objections.
- **Product customization knowledge:** Understanding of how the product can be adjusted to meet specific customer needs and requirements.
- **ROI calculation:** Ability to calculate the return on investment (ROI) period of the product, particularly for B2B sales.
- **Technical aspects of the product:** Knowledge of how the product works, its components, and troubleshooting techniques to effectively address customer questions and issues.
- **Effective communication:** Ability to clearly articulate product benefits, features, and value propositions to customers.
- **Problem-solving:** Capacity to identify and address customer pain points and objections.
- **Product knowledge sharing:** Ability to document and share product knowledge internally, ensuring consistency across the sales team.

Requirements

- Excellent communication and interpersonal skills
- 2+ years of relevant experience.
- Previous successful MDU business development and sales experience, strongly preferred.
- Ability to work in a fast-paced environment and meet sales targets
- Strong listening and problem-solving skills
- Proficiency in using phone scripts and relationship-building techniques
- Ability to maintain accurate records and reports
- Bachelor's degree in business, marketing, or a related field, preferred

What We Offer:

- Competitive base salary with attractive commission structure
- Comprehensive benefits package, including health, dental, and vision insurance
- Paid time off and holidays

All West is a drug free workplace, conducting pre-employment and random drug testing. Benefits include medical, dental, short-term disability, life insurance, AD&D, 401k with company match, PTO, paid holidays, and more!

As an Equal Opportunity Employer, it is our policy to provide and promote equal employment opportunity to all employees and applicants in accordance with local, state and federal laws and regulations governing personnel activities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, veteran status, national origin, sexual orientation or gender identity. In that same vein, All West Communications administers all employment practices in a nondiscriminatory manner.

