

POSITION DESCRIPTION

CLEARFIELD, INC.

POSITION TITLE: Account Services Coordinator

POSITION OBJECTIVE: Partner with Sales teams to support team achievement of revenue quota, territory growth and customer satisfaction.

POSITION RESPONSIBILITIES:

1. Works with Business Development Manager's (BDM's) to identify potential opportunities and work with Regional Sales Manager's (RSM's) to help support and execute a sales strategy that provides for continuous growth and improved customer satisfaction.

- Assists team to meet or exceed monthly sales goals and revenue targets in assigned territory.
- Provide support to independent telephone service providers, utilities, municipalities, and distribution partners.
- Supports territory growth by identifying potential customers; planning and organizing
- Outbound call and email activity and relaying qualified sales calls to BDM and RSM teams.
- Identifies short-term and long-range issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action

2. Supports the establishment of long-term relationships with customers throughout the pre and post order sales cycle.

- Identifies current and future customer requirements, establishing personal rapport with current and potential customers and other persons in a position to understand component requirements.
- Provides product, technical and engineering information by answering questions and requests.
- Gathers information and resources necessary to fulfill request for quote.
- Supports an integrated approach to order maintenance through collaborative support of the order entry and production control process.
- Maintains a high level of quality and attention to detail.
- Provides technical knowledge on the range of company products via personal contact and literature.
- Maintains all customer database information through CRM and Outlook
- Contributes to team effort by accomplishing related results as needed.

POSITION DESCRIPTION

Account Services Coordinator (Broadband)

CLEARFIELD, INC.

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3. Understands Clearfield's markets and the products that fit within them by each account type.
 - Maintains professional and technical knowledge by learning about customer's business and establishing personal networks
 - Reviews professional publications and social media to be well informed of markets and customers.
 - Participates in field installations and other opportunities that become available.
4. Performs other duties as apparent such as performing back-up support to other territory sales staff.

COMPETENCY ASSESSMENT:

1. Incumbent demonstrates knowledge of Clearfield products by ability to analyze and respond to customer questions and suggest product solutions appropriate to customer's needs.
2. Incumbent demonstrates knowledge of quoting process by ability to analyze input received verbally, via e-mail or other sources to generate quotes.
3. Manager confirms internal customer (Sales) and overall customer satisfaction with generation of quotes and services.
4. Competency analysis will be documented on employee's performance reviews.

POSITION REQUIREMENTS:

- Excellent oral and written communication and presentation skills
- Able to engage customers and manage customer expectations.
- Strong analytical ability and aptitude to learn new technologies
- Able to multi-task and work in interrupt driven environment.
- Strong technical aptitude and M/S platform skills
- Knowledgeable of CRM platforms and processes – M/S Dynamics preferred
- Prefer experience in a manufacturing environment.
- Four Year Degree or equivalent work experience