

POSITION DESCRIPTION

CLEARFIELD, INC.

POSITION TITLE: **Business Development Specialist**

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 Specialist (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.

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

July, 2021