

## Inside Sales Supervisor – Sioux Falls, SD

### Summary of Duties:

- Represent Swiftel Communications as a professional Inside Sales Supervisor.
- Monitor sales performance, customer service and store administration functions for Swiftel Communications / Sprint PCS.
- Supervise, direct and coordinate personnel for Sprint storefront activities.
- Consistently strive to update level of knowledge on all Sprint PCS products and services.
- Support the mission statement of Brookings Municipal Utilities.

**Supervision:** Report to PCS Sales Manager

### Examples of Duties:

- Plan, organize and direct retail store activities and management of store front and sales activity
- Administer programs and introduce policies to accommodate new and growing products and services
- Supervise and coordinate the activities and schedules of inside sales personnel. Manage incoming phone and walk-in traffic flow and adjust manpower accordingly
- Develop and/or present training for Sprint marketing programs within the store
- Set sales goals and quotas for inside sales staff. Monitor sales performance and motivate inside sales staff to achieve sales goals
- Perform customer service functions
- Initiate personnel activities such as hiring, training, coaching, promotion and termination of staff
- Proactively manage subscriber churn by implementing customer retention programs and techniques
- Act as liaison with other departments and coordinate activities to efficiently execute company objectives
- Assess training needs and recommend company sponsored training opportunities
- Initiate self-study on products and services offered by Swiftel Communications. Read industry literature to keep abreast of current and future trends in the industry

### Knowledge, Abilities, Skills:

- Knowledge of or the ability to learn Swiftel and BMU policies and procedures.
- Ability to operate various office equipment including personal computer.
- Ability to supervise and direct personnel, plan and organize work, review and analyze records and to solve problem situations.
- Ability to establish and maintain an effective working relationship with co-workers and the public.
- Ability to communicate effectively, orally and in writing.

### Desirable Minimum Qualifications:

Graduation from college or university with a bachelor's degree in business administration or the equivalent thereof or an acceptable combination of high school education and experience in retail management, customer service and sales.

**Send Your Resume To:**  
**Swiftel Communications / Sprint PCS**  
**Attn: Human Resources**  
**525 Western Ave • PO Box 588 • Brookings, SD 57006-0588**  
**E-mail: [hr@swiftel-bmu.com](mailto:hr@swiftel-bmu.com)**  
**Phone: 605.692.6325 or 800.561.6211**  
**Fax: 605.697.8570**  
**Apply On-Line: [www.swiftel.net](http://www.swiftel.net)**