



## **JOB DESCRIPTION**

<b>POSITION</b>	<b>Inside Sales and Marketing Representative</b>	<b>Salary Grade:</b>
<b>DEPARTMENT</b>	<b>Marketing</b>	<b>FLSA Status: Exempt</b>
<b>REPORTS TO</b>	<b>General Manager</b>	

### **PRIMARY FUNCTION**

The purpose of this position is to identify and pursue opportunities for Frontier Natural Gas Company to secure contractual commitments from new customers and increase natural gas consumption with existing residential and commercial customers. Through this position, the Company will ensure residential and commercial customers are informed about and comply with all applicable service options, tariffs, and rules. The ultimate goal is to maximize the profitability of new hookups and consumption of natural gas per meter, as well as avoiding unprofitable hookups.

- Make routine site visits and sales calls with follow-ups to maintain and properly cover all prospective customers located within the service territories.
- Cultivate a trusting, long-term, and productive working relationship with residential and commercial customers; develop proposals and encourage these customers to install natural gas equipment in new and existing facilities; and promote marketing programs and incentives that meet the needs of these customers and generate value to the company.
- Negotiate service contracts and agreements that maintain or grow revenue under the provisions of Commission tariffs and present to manager service contracts that contain nonconforming terms and/or flexed pricing.
- Ensure accurate, effective, and efficient implementation of the Company's Gas Extension policy as contained in its tariffs and present to engineering and construction projects that requires their review and approval.
- Participate in Company's marketing/workload meetings weekly to ensure timeliness and customer satisfaction of service line installation as well as coordinating meter turn-ons and completion of corresponding paperwork of these task.
- Learn the latest industry trends and technology as to market the best natural gas energy solutions in a growing competitive environment; and gain knowledge of competitive energy costs (i.e. local electric rates, delivered cost of fuel oil, propane, etc.), competing marketing or promotional programs, and flexible pricing options offered by competitors.
- Proposes strategies to marketing staff to enhance the company's competitive position in existing and new markets.
- Attend Economic Development and Regional Planning meetings to monitor community activities.
- Attend chamber of commerce events and community meetings outside of normal working hours.
- Develop, monitor, and maintain social media pages for Facebook, Twitter, Linked-In, etc.



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**QUALIFICATIONS**

High school diploma is required for this position. A Bachelor's degree in Marketing or Business is preferred, although equivalent practical work experience is a satisfactory substitute.

Working knowledge of Microsoft Word and Excel is highly desirable.

**COMPETENCIES**

- The Sales and Marketing Representative will have proficient written and verbal communication skills so to make persuasive presentations and written proposals on technical subject matters.
- Sound sales skills that demonstrate a good understanding of customer attitudes, needs, and how customers make purchasing decisions (i.e. operational needs, financial and payback requirements, budgeting cycles, technological preferences and biases, etc.) and that will promote the Company's presence in the community
- Having administrative skills; the ability to coordinate assignments and accounts concurrently; and having knowledge in computer applications will aid in the employment.
- The applicant must be motivated, creative, and happy to work with input of managers and supervisor. A proactive mentality with ability to organize and initiate projects will facilitate the daily agenda.

**WORKING CONDITIONS**

Work is typically performed in a normal office environment with moderate noise level. A majority of the workday is spent outdoors; therefore, this individual is exposed to (and must have tolerance for) extremes of heat, cold, noise, and dust. Exposure to construction equipment and normal driving hazards is encountered regularly.

This job description is not a contract nor implied to be all-inclusive. As a result duties may change from time to time. This description should be reviewed at least annually to ensure duties are appropriately stated. The employee's signature acknowledges receipt of this description.

**Employee Name** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_