



## **Director, Sales and Client Solutions**

OpenCape Corporation is a 501c3 nonprofit technology company headquartered in Barnstable Village at the Barnstable County Complex. OpenCape owns and operates a state-of-the-art 100% fiber-optic network built to serve local governments, businesses, and residents of Southeastern Massachusetts, the Cape & Islands. OpenCape is seeking a Director of Sales & Client Solutions to be the newest member of our growing team.

This position is in-office, as well as, out within the community and is an essential member of the OpenCape team. The Sales and Client Solutions Director will be responsible for continuing to grow our customer base within the framework of our network footprint; comprising Southeastern MA., Cape Cod and the Islands and Providence. OpenCape currently has several hundred customers and the Director will be expected to increase new clients while consistently providing the best service to new and existing customers.

### **Job Functions & Responsibilities**

- Identify and prospect new potential clients across the breadth of our service footprint, with specific attention to off Cape growth.
- Generate sales revenue by actively selling fiber optic products and services to new and existing customers including corporate, municipal, federal and small businesses.
- Comfortable with long sale cycles that require multiple engagements and coordination that may require engineering and build-outs and organizational approvals.
- Assist CEO with sales strategies and managing sales processes.
- Develop a sales strategy that encompasses customer follow up to expedite signed contracts, customer satisfaction, add on services and contract renewals.
- Analyze customer requirements to understand how products and services can be applied to meet their needs and solve their problems.
- Participate in the creation and delivery of sales presentations for community groups and attend community meetings and presentations, as needed.
- Analyze customer's strategic factors that will improve their business or organization utilizing OpenCape's network and services.
- Utilize Google earth to assess physical distance OpenCape's fiber network and customer workplace.

- Utilize social media and company website to reach customers.
- Track, analyze and report on sales performance and activities via Salesforce and other reporting tools.
- Keep abreast of the competitive landscape and emerging technologies to best position our company in the marketplace.

#### Education / Experience

- Bachelor's degree or equivalent combination of education and experience.
- 5+ years' related sales experience in telecommunications or a related field
- Possess an understanding of fiber optic broadband network services and general technical language.
- Demonstrated success in achieving sales targets.
- Experience with group presentations.

#### Skills / Knowledge

- Compelling and effective negotiating skills.
- Excellent oral and written communication skills, including preparation of reports and presentations.
- Thorough understanding of account management & the strategic selling process.
- Active problem solving, leadership and interpersonal skills.
- Self-starter, able to work independently but also be a beneficial member of a team.
- Proficient use of Microsoft Word, Excel, Presentation software and Salesforce
- Firm grasp of value proposition, products, and services such as Ethernet, IP transport, Dark Fiber, and DWDM.
- Resident or knowledge of Cape Cod & Southeastern MA and surrounding communities is preferred.
- Comfort level with initiating new contacts and customers.

Send CV with a Cover Letter denoting a particular sales experience you are proud of to: [info@opencape.org](mailto:info@opencape.org)