JOB TITLE: Business Development Director
DEPARTMENT: Administration
REPORTS TO: Assistant General Manager

Exempt Status: Non-Exempt

Primary Function: Directs the operations of key accounts management and business process development.

SUMMARY DESCRIPTION OF DUTIES:

- Customer liaison for FiberNet commercial customers and Key Customer contact for Electric and Water customers.
- Commercial sales for FiberNet including video, Internet and phone services. Responsibilities include:
  - Initial customer contact
  - In depth understanding and communication of FiberNet services
  - Commercial customer support “after the sale”
  - Maintain key customer database for ongoing contract administration
- Key Customer contact for commercial electric and water customers. Responsibilities include:
  - An understanding of rate structures
  - Understanding of contracts
  - Explanation of billing invoices
  - Other customer needs as required.
- Internal process development / improvement for all business units
- New product / service development.
- Training – internal and external predominantly in telecommunications
- Other duties as required

Qualifications:

Education: 2 or 4 year business or technical degree
Experience:
1. Prefer experience related to customer service, sales or key account management
2. Prefer experience related to computer operating systems, servers, Internet technologies and telephone systems
3. Prefer experience related to customer and or employee training
4. Require Valid Tennessee Drivers License

_________________________________  ___________________
Employee  Date

_________________________________  ___________________
Assistant General Manager  Date

_________________________________  ___________________
General Manager  Date