

Spectrum Residential Sales

Overview

This position requires a valid driver's license, proof of car insurance and the daily use of your own reliable, personal vehicle. We provide reimbursement for your mileage on a monthly basis thru the regular payroll cycle. You would be required to track mileage and submit for approval on a monthly basis. Our Reps typically start their day as early as 11am during the week and are expected to work each night until 8 pm. Additionally, we do require Reps work 4 hrs each Saturday (generally between 10am-2pm).

Compensation

You will earn a guaranteed base salary of \$50k plus uncapped commission. The majority of our Reps are making somewhere between \$75-\$105k per year. Commission makes up a big part of your annual compensation and is unlimited. Products are Spectrum internet and Mobile. Payroll runs every two weeks. Our Outside Sales Reps are salaried and not hourly employees

Benefits

as a member of the Spectrum family, you would be eligible for an outstanding benefits package that includes a comprehensive health/wellness program, financial benefits including a lucrative 401(k) plan with 6% company match and an 3% additional contribution towards your retirement, paid time off, and discounted services including Spectrum residential services (if in a serviceable area). Spectrum has an excellent career development ladder as well. Within your first year, and with a proven record of successful performance under your belt, you'll have the opportunity to advance into our Sr. Residential Connectivity Sales Specialist program, leadership or other excellent careers within the Spectrum/Charter Communications organization.

Outside Sales Reps are part of the Residential Sales team with their main focus interacting with non-Subscribers, sharing information about Spectrum's core products (high speed internet and Mobile) and influencing them to update their current services. This is a door-to-door position meaning Reps work in adverse weather conditions and walk for extensive periods of time in local communities.

Training

Our focus is on your success, so training and teambuilding are top priorities. From your first day, you are provided with peer mentoring and comprehensive training to set you on your path to success. Training consists of virtual based modules, job shadowing in the field with a peer, mentor, and your supervisor as well as product knowledge, sales presentation, and overall customer engagement training. In addition, there is a dedicated Sales Enablement Supervisor that you will work with directly as another resource to ensure that you are provided every tool for you to succeed.

Sales Goals

Each month, Outside Sales Reps receive 500 new prospective customer leads. Each day, Reps prepare by reviewing the lead lists and planning which neighborhoods they will visit. To stay on track, each Rep should plan on knocking at a minimum 50 doors, making 20 person-to-person contacts, completing 6 sales presentations, and yielding 1 completed sale every day. The role of a DSR is all about making contacts with customers some days it may take more doors to achieve the contacts necessary to make sales. A completed sale is defined as a customer in our billing system and has the full connection completed. The target sales goal per month is 20 NCRS New Customer Relationships completed sales, although Reps are always encouraged to sell way more than the goal. Surpassing that monthly goal can dramatically increase your monthly commission payout.

Advancement

Spectrum also provides in-house growth opportunity within the Residential Sales Channel. Those top performing Reps may be considered for a Sr. Direct Sales position that would include a more lucrative salary structure. Your Leader can share the qualifications for that next level and set you on a path to achieve that by the completion of your first year!

Meetings

While each day you plan your work schedule and mostly work independently, you are still part of a larger sales team! Generally, there are between 8-12 Reps on a team and a Supervisor that will partner with you. Your Supervisor will spend a great deal of time with you in the field on a regular basis to help you perfect your approach and assist in eliminating obstacles. Usually your individual team will get together once per week to meet and discuss common needs, themes, and any upcoming initiatives.