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Southern Tier Network, Inc. (STN) [www.southerntiernetwork.org](http://www.southerntiernetwork.org) is accepting letters of interest for the full-time position of Sales and Customer Relations Specialist.

STN is an innovative and unique telecommunications provider headquartered in Corning, NY. STN owns and operates approximately 600 miles of high-capacity fiber optic infrastructure throughout eight interconnected counties in Upstate New York. STN operates as an open access provider, striving to improve the broadband services for our municipal, enterprise, and carrier-based customers.

Join our vibrant and energetic team and use your skills to solve unique customer requests while getting opportunities to give back to the community. Work-life balance and employee appreciation are essential to STN's culture, and you'll have both when you work at the Southern Tier Network. Together, we'll create great outcomes for our customers, the community, and each other.

The position will provide ownership and oversight of customer sales and support. It offers exciting opportunities to coordinate a cadre of creative and one-off projects with multiple customer types.

The Position will be responsible for maintaining and growing relationships with existing STN customers, as well as prospecting for and with new customers. The Position will work in unison with the STN management team to provide services that ensure customer projects are properly fitted, on-time, and within budget.

The Sales function will focus on customer engagement, needs assessment, solution proposals, and revenue generation. The Customer Relations aspect of this position will ensure STN engages with Customers on a regular basis to discuss future needs, current projects, fiber change orders, pending modifications, and contract renewals.

This Position will play a critical role within the STN management team supporting a variety of functions and roles involved with STN's operations - from the initial concept through implementation.

**Responsibilities will include the following:**

- Revenue Generation with existing and prospective STN customers
- Project Management, development, and oversight for new customer orders;
- Develop, foster, and nurture relationships with current and prospective STN customers and partners;
- Client satisfaction with STN services;
- Identify new sales opportunities, and manage customer renewals with existing STN customers and prospects;
- Work with CFO for customer account receivables and on customer renewals;
- Work with the engineering team for communicating network maintenance & emergency repair notifications to customers;
- Work with the engineering team in responding to customer design / engineering proposals;
- Maintain and update STN's CRM with customer contacts and sales opportunities;
- Creation of marketing materials and customer outreach campaigns, such as, slide decks and pitches for prospective and existing customers;
- Generate monthly Sales and Marketing reports for board of directors;

- Primary liaison with customer; coordinating project meetings; relaying critical information and project status to customers and the STN management team;
- Communicate with STN customers during network issues, outages, and maintenance events;
- Other duties as assigned.

The ideal candidate will have fiber optic broadband and telecommunications industry experience as a sales or customer support representative. Candidates that have experience in the grant writing process will also be considered.

A minimum two-year degree with 4+ years of relevant experience. In lieu of a degree, 6 years of increasingly challenging and relevant experience may be considered.

STN will provide a competitive salary and benefit package to the successful candidate.