



88 E Tioga Ave, Suite 201  
Corning, New York 14830

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 Marketing Specialist.

STN is an innovative and unique telecommunications provider headquartered in Corning, NY. STN owns and operates approximately 750 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 residential 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 marketing efforts. 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 new customers. The Position will work in unison with the STN management team to provide services that ensure customers' 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, and contract renewals. The Marketing aspect of the position will focus on STN's residential Fiber to the Home efforts in multiple areas.

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
- Develop and nurture relationships with current and prospective STN customers and our ISP partners
- Identify new sales opportunities including RFP responses, and manage customer renewals with existing STN customers
- Work with the operations team for communicating network maintenance & emergency repair notifications to customers
- Work with the operations 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 in support of residential services
- Generate periodic Sales and Marketing reports for board of directors
- Primary liaison with customers; coordinating project meetings; relaying critical information and project status to customers and the STN management team
- Other duties as assigned.

The ideal candidate will have fiber optic broadband and telecommunications industry experience as a sales or customer support representative.

A minimum two-year degree with 1+ years of relevant experience. In lieu of a degree, 2 years of increasingly challenging and relevant experience may be considered.

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

Please submit your resume to Jeff Gasper at [jgasper@southerntiernetwork.org](mailto:jgasper@southerntiernetwork.org)