



# POSITION DESCRIPTION

**Position Title:** Sales Manager

**Role Status:** Full Time/ Exempt

**Location:** Nuuuili, American Samoa

**Reports to:** Chief Commercial Officer

**Business Unit:** Commercial - Sales

**Date:** January 2025

## Position Summary:

Sales driven leader who will direct and manage the Sales Team (Corporate and Vendor Sales) to drive results and achieve sales targets from new and existing clients while ensuring complete customer satisfaction. Manage sales team through training, coaching and actively assisting each sales personnel build their portfolio of customers. Provide forecasting and sales target progress information to management as required. Work closely with Commercial, Technical and Management teams to develop and implement sales plans and strategies. Continually work to attain sales goals, ensure customer satisfaction and improve sales team performance.

## Key Accountabilities and Results Areas

<ul style="list-style-type: none"><li>Acquisition of New Customers and Growing the Corporate Accounts and Vendor Accounts Portfolio</li></ul>
<ul style="list-style-type: none"><li>New Monthly Recurring Revenue from Corporate Sales Segment</li></ul>
<ul style="list-style-type: none"><li>Consistent and growing revenue from Distribution/Vendor Sales</li></ul>
<ul style="list-style-type: none"><li>Consistent and growing revenue from ICT Sales</li></ul>
<ul style="list-style-type: none"><li>Meet Customer Service Level Agreements</li></ul>

## Major Responsibilities

<ul style="list-style-type: none"><li>Lead, mentor, and motivate a team of sales professionals to achieve sales targets and revenue goals.</li><li>Responsible for sales revenue budget preparations and sales target achievement.</li><li>Develop and implement sales strategies to grow market share and increase revenue.</li><li>Set team sales goals, monitor staff performance, and adjust strategies as necessary to meet targets.</li><li>Drive sales processes to achieve revenue targets.</li><li>Provide training to include conducting needs assessments, cold calling, preparing proposals, and arranging and conducting product demonstrations and presentations.</li><li>Set annual, monthly and weekly sales targets and performance objectives for staff.</li><li>Track sales performance metrics and report regularly to executives, offering insights and recommendations for improvements.</li><li>Analyze sales trends and customer feedback to identify opportunities for growth and optimization.</li><li>Ensure accurate forecasting of sales and provide detailed reports on team performance.</li><li>Work with all relevant internal departments to develop and support sales programs/initiatives.</li><li>Deliver timely and quality RFPs and follow through for winning bids</li><li>Build and maintain strong relationships with key clients and stakeholders.</li></ul>
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- Address customer needs and concerns, ensuring a high level of satisfaction and retention.
- Coordinate with customer service and technical operations teams to resolve customer issues and streamline processes.
- Develop strategies to expand the customer base and deepen relationships with existing customers.
- Negotiate major sales contracts/agreements within policy guidelines, maintaining contact with key prospects and clients identifying and steering opportunities for business improvement.
- Stay current on market changes and competition and keep senior management updated on developments and trends that may impact business activities.
- Ensure that team is equipped with the necessary skills and tools.

## Key Stakeholder Relationships

<b>Internal Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Chief Executive Officer</li> <li>• Executive Team</li> <li>• Management Team</li> <li>• Commercial Teams: Retail, Marketing, Product and Customer Service</li> <li>• Technical Operations/Engineering Team</li> <li>• Finance Team</li> </ul>
<b>External Stakeholders:</b>	<ul style="list-style-type: none"> <li>• Customers: Corporate, Business, Government Agencies</li> <li>• Suppliers, Vendors</li> <li>• Government Officials</li> <li>• Product Promotional Companies</li> <li>• Public Relations Agencies</li> </ul>

## Key Requirements and Competencies

<b>Qualifications/ Experience:</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree (or equivalent work experience) in business, marketing, sales, telecommunications, or related field of study</li> <li>• Minimum 5 years of successful sales experience, with at least 3 years of management/leadership experience</li> <li>• Telecommunications product and industry knowledge preferred.</li> </ul>
<b>Knowledge/ Skills /Ability:</b>	<ul style="list-style-type: none"> <li>• Proven track record of achieving sales results.</li> <li>• Management, leadership, mentoring skills and experience.</li> <li>• Proven sales ability including negotiation skills, persuasive ability and presentation skills.</li> <li>• High energy, strong work ethic and action oriented.</li> <li>• Analytical skills for forecasting and reporting.</li> <li>• Strong presentation skills, exhibit professional demeanour and ability to interact with any level within an organization.</li> <li>• Excellent communication, negotiation, and interpersonal skills.</li> <li>• Valid driver's license and good driving record.</li> <li>• Proficient in CRM software and Microsoft Office Suite.</li> <li>• Ability to work under pressure and meet deadlines.</li> </ul>
<b>Organisational Competencies:</b>	<p><b>Customer Service</b> – Even in the most difficult situations, elicits feedback from customers; creates strategies to help Bluesky serve customers more effectively; considers both short and long-term interests of the customer in making service decisions, and takes risks to serve these interests; creates strategies to help Bluesky service customers more effectively.</p> <p><b>Learning Agility</b> - Demonstrates and advocates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</p>



	<p><b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; proactively removes barriers to create teamwork amongst diverse groups.</p>
	<p><b>People Management</b> - Sets clear expectations in light of organisational strategy; coaches, motivates and develops others to build high performing teams; manages and removes barriers to performance; is passionate about achieving results through people and inspires others in Bluesky to be their best.</p>
	<p><b>Continuous Improvement</b> – Applies continuous improvement practices/principles at the individual, team and organisational levels to create an environment of challenge and learning so as to accelerate organisational efficiencies, particularly in end to end processes.</p>

## Compliance

<p><b>Business Compliance:</b></p>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> <li>• Demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role</li> <li>• Ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<p><b>Health and Safety:</b></p>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification.</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Purpose, Values, & Way

Our Vision	Our Purpose	The Bluesky Way	Our Values
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	We take ownership and always do our best for customers. We respect and support each other.	<ul style="list-style-type: none"> <li>• Customer first</li> <li>• Team work</li> <li>• Integrity</li> <li>• Passion</li> <li>• Positive attitude and smile!</li> </ul>