



Palau National Communications Corporation (PNCC) Vacancy Announcement

It is the policy of Palau National Communications Corporation (PNCC) that qualified Republic of Palau Citizens be given **EQUAL EMPLOYMENT OPPORTUNITY** for employment consideration, with other country nationals utilized in positions for which qualified Republic of Palau Citizens are not available.

Open Date: March 01, 2017	Close Date: March 21, 2017
Position Title	SALES ACCOUNT EXECUTIVE
Salary Range	S1.1a – starting @ \$16,910.83 per annum

JOB OBJECTIVES:

1. Implement PNCC Strategy, and maximize the sales outcomes at customer institutions, including retention of the customer base, in a flawless manner.
2. Establish and maintain good relationships with customers based on in-depth understanding of their business status, unmet needs, and requirements.
3. Represent Our Values so that not only customers, but also employees of PNCC feel happy to work with you.

KEY DUTIES AND RESPONSIBILITIES:

Sales Account Executive (SAE) is required, but not limited, to fulfill the following duties and responsibilities. In the case where activities not covered herein become questioned, determine whether SAE should undertake such activities jointly with HVA Sales Manager, based on the points delineated in the above "Job Objectives."

[EXPECTED ACTIVITIES & ACHIEVEMENTS]

- Know your customers and the market: Clarify business status of each major customer. Understand the market trends including competitors' activities, and identify opportunities and threats.
- Understand PNCC products/services: Develop in-depth understanding of the value that each of our products/services offers to customers. Also, understand technical features of our products/services. Be ready to convince customers with the value, and provide easy-to-understand technical advices, if not detailed ones, when necessary.
- Develop an Account Management Plan based on the Comprehensive Sales Plan of the HVA Sales Team for the coming twelve months. Include prioritization of the customers, priority products, sales goals, etc. in the Plan. Finalize the Plan through discussions with HVA Sales Manager.

- Set yearly objectives and goals. Through discussions with HVA Sales Manager, define your personal objectives and goals (or roles and functions) for the coming twelve months that are crucial to generate the optimal outcomes based on the Account Management Plan.
- Implement the Account Management Plan to best-serve the priority customers: Contact the priority customers on a regular basis and look into the possibilities of value proposition. Display and demonstrate products and suggest selections when appropriate. Understand and do your best to address their unmet needs and requirements.
- Manage billing, cashiering, and money collection to be completed in a timely manner either by yourself or by other team members in charge.
- Track the sales progress: Prepare a progress report on a monthly basis and report it to HVA Sales Manager.
- Evaluate sales activities on a PDCA (Plan-Do-Check-Action) basis: Be aware to what extent the Account Management Plan is functioning. Evaluate whether your sales activities are effective in the context of the personal objectives and goals. If not, identify the reasons, and rectify them accordingly and timely. If necessary, obtain help from HVA Sales Manager.
- Collect VOC (Voice of Customers): Understand whether customers are satisfied with our products/services. Identify their needs (particularly unmet needs) and requirements. Feed-back report-worthy VOC to Sales Manager so that the manager can share it with other teams/departments.
- Attend trainings and meetings whenever requested by your supervisor, unless you have some reasonable reasons for being absent. Be constructive at any of such occasions.
- Report directly to HVA Sales Manager and works under direct supervision.

[COMPLIANCE WITH OUR VALUES]

- Adhere to all policies, procedures, regulations and guidelines established within PNCC.
- Face customers' troubles sincerely: When a customer reports a trouble related to our products/services, listen to them in a sincere manner. Provide appropriate advices if the trouble is within your reach. If not, write a trouble report accurately, and arrange for the supports of other teams/departments immediately. Keep the customers informed on the status of the trouble shooting conducted by PNCC.
- Be responsive: When requested by a customer or a PNCC employee, provide information in question in a timely manner. If asked for information that you cannot deliver immediately, tell the inquirer what you will do next and when you will be able to do so. Cooperate with colleagues, supervisors, and other teams/departments if necessary to obtain such information. If it takes time, keep the inquirer informed of your progress so that the enquirer does not feel uncared.
- Value teamwork: Align yourself to the direction of the department and the corporation. Be ready to cooperate with any employees of PNCC whenever a necessity arises.
- Improve customer services on a never-ending basis through cooperation with every stakeholder. Be sensitive to problems and issues that could potentially impair the quality of PNCC customer services.

- Be proactive: Contribute and recommend new ideas and changes to HVA Sales Manager as deemed appropriate and whenever necessary; and assist in implementing new ideas to achieve operational efficiency.
- Improve sales skills continuously.

QUALIFICATION REQUIREMENTS

EDUCATION AND EXPERIENCE:

Minimum high school graduation. Preferably, graduation from an accredited two-year college in Business Administration or a related field. Excess sales experience may be substituted on a year-to-year basis. Three years progressively responsible sales work experience, of which at least two years involved sales to business of complex and/or technical products and services. Proven track record of success in prospecting for new business, meeting quotas and/or increasing sales.

Strong oral and written communication skills in English required; Palauan desirable.

Excellent negotiation, analytical, problem-solving, time management, planning and organizational skills. Efficient and thorough in completing work.

High customer orientation, ability to discover customer needs, and excellent tone of service; self-disciplined, self motivated and works well under pressure; responds quickly to address customer problems and enthusiasm, and confidence in person and over the phone. Ability to handle stressful customers and situations.

Computer word-processing, database, and spreadsheet skills. Good command of spoken and written English and Palauan languages.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid Republic of Palau's driver's license.

HOW TO APPLY:

HUMAN RESOURCES OFFICE
PALAU NATIONAL COMMUNICATIONS CORPORATION
P.O. BOX 99 – ONE AIRPORT ROAD
KOROR, REPUBLIC OF PALAU 96940

APPLICATIONS MAY BE OBTAINED FROM PNCC OFFICE IN KOROR & AIRAI
OR PNCC WEBSITE: PALAUNET.COM

FOR FURTHER INQUIRIES, PLEASE CONTACT PNCC HR OFFICE @ 587-9075 OR 587-9000 EXT. 251/252/285 OR
Email: pncchrdm@palaunet.com