

# Job Title: Sr. Account Executive

DQE Communications, headquartered in Pittsburgh, Pennsylvania, is a fiber-optic Internet and data network access provider for businesses and carriers in Pennsylvania, West Virginia, and Ohio. Established in 1997 as a dark fiber infrastructure company in the Pittsburgh metropolitan area, DQE has grown in both our fiber footprint and our product offerings to become one of the leading regional providers of secure, reliable, data network services throughout thirteen counties in southwestern Pennsylvania and West Virginia. With an ongoing commitment to structured, well-planned growth, DQE is continuously expanding the fiber optic network to serve even more customers.

The DQE Communications Difference:

- **Speed:** Virtually unlimited bandwidth that is instantly adjustable by each customer. Unlike the “best effort” approach taken by most providers, DQE Communications’ speed is guaranteed by each customer’s Service Level Agreement. Other providers just can’t promise what DQE Communications delivers.
- **Reliability:** DQE Communications features built-in redundancy designed to keep the data flowing, even in the case of events like a line cut.
- **Service:** Because DQE Communications is based right here in southwestern PA, our customers receive customer service from representatives who are also their hometown neighbors.
- **Clean, fast installation:** DQE Communications has a reputation for providing installations that are fast and clean, respecting your business and your property.

**Job Family:** Sales  
**FLSA Status:** Exempt  
**Location:** Harrisburg, PA

Must be local to the area.

## Job Summary:

The Senior Account Executive will engage with potential customers to drive the mission of DQE Communications and provide fiber optic data services that is unequaled in the region. Primary focus is on daily deliverables, outputs and reporting. Typically, accountable for managing one’s own time and workflow. Responsibilities are generally tactical in nature and work is typically of moderate to complex in nature requiring the incumbent to draw on previous knowledge to perform role. Continues to build knowledge base but has a solid foundation to act independently most of the time. Still draws on experts and managers when needed but less frequently.

## Job Responsibilities:

- Works to establish new accounts and develop new business opportunities in the territory.
- Cultivate sales leads.
- Consults with existing and potential clients to assess and understand equipment needs and systems requirements.
- Drafts or assists with the drafting of presentations and other documentation and materials that explain products and services to customers.
- Ensures that customer needs are met, which may include product modifications.
- Proposes improved materials or products to customers and explains benefits of changes.
- Analyze communication needs and create solutions for potential customers.
- Monitors existing accounts and regularly communicates with primary contacts for the account.
- Ability to meet or exceed monthly sales quotas as determined by sales leadership.
- Performs other related duties as assigned.

**Required Skills/Abilities:**

- Ability to build and maintain business relationships with clients.
- Ability to multitask and complete work while traveling.
- Thorough knowledge of territory, market, and clients.
- Thorough understanding of equipment, product, industry, and/or services provided to clients.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Strong analytical and problem-solving skills.
- Proficient in Microsoft Office Suite or related software as required to prepare reports and logs.

**Education and Experience:**

- Bachelor's degree in related field preferred.
- Five years of outside sales experience required.

**Physical Requirements:**

- Normal office environment.
- Extensive travel to customer locations. (30 – 40%)