

## Clearwire Jobs in Grand Rapids

### Indirect Account Executive

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#### JOB OVERVIEW

**Company:** Clearwire      **Required Education:** 4 Year Degree

**Job Type:** Sales      **Required Experience:** At least 2 year(s)

**Base Pay:** N/A      **Required Travel:** Not Specified

**Other Pay:**      **Location:** US-MI-Grand Rapids

**Employee Type:** Full-Time

**Manages Others:** Not Specified

**Relocation Covered:** Not Specified

**Industry:** Wireless  
Internet - ECommerce  
Sales - Marketing

**Reference ID:** 6090

#### JOB DESCRIPTION

**Position Type:** Full-time Regular

**Business Unit Area/Functional Area:** Sales

**Relocation Approved:** No

**Job Description:**

Clearwire's technology changes lives! If you are motivated by having a role where what you do each day directly influences the way people work and communicate, Clearwire may be the company for you!

### Territory Manager of Sales

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#### JOB OVERVIEW

**Company:** Clearwire      **Required Education:** 4 Year Degree

**Job Type:** Management Sales      **Required Experience:** At least 5 year(s)

**Base Pay:** N/A      **Required Travel:** Not Specified

**Other Pay:**      **Location:** US-MI-Grand Rapids

**Employee Type:** Full-Time

**Manages Others:** Not Specified

**Relocation Covered:** Not Specified

**Industry:** Wireless  
Internet - ECommerce  
Sales - Marketing

### Sales Support Representative

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#### JOB OVERVIEW

**Company:** Clearwire      **Required Education:** 4 Year Degree

**Job Type:** Admin - Clerical Customer Service Sales      **Required Experience:** At least 2 year(s)

**Base Pay:** N/A      **Required Travel:** Not Specified

**Other Pay:**      **Location:** US-MI-Grand Rapids

**Employee Type:** Full-Time

**Manages Others:** Not Specified

**Relocation Covered:** Not Specified

**Industry:** Wireless  
Internet - ECommerce  
Sales - Marketing

**Reference ID:** 6405

Clearwire, founded in October 2003 by telecom pioneer Craig O. McCaw, is focused on providing true mobility to our customers. Clearwire customers stay connected using licensed spectrum, thus eliminating the confines of traditional cable or phone lines.

On May 7, 2008, Clearwire Corporation and Sprint Nextel Corporation entered into a definitive agreement to combine their next-generation wireless broadband businesses to form a new wireless communications company to expedite the deployment of the first nationwide mobile WiMAX network.

In conjunction with this agreement Intel Corporation (through Intel Capital); Google Inc.; Comcast Corporation; Time Warner Cable Inc; and Bright House Networks have collectively agreed to invest \$3.2 billion into the new company.

Indirect Account Executive

Implement a newly created strategy to create a presence in the local indirect sales channel. Partner directly with our authorized representatives, both local and national, to help build productive and successful relationships in this channel. The growth and development of our indirect channel is a vital part of our overall market strategy. Successful Indirect Account Executives can earn the opportunity to move up the sales leadership ladder into an Indirect Sales Manager or General Manager in other emerging markets.

Responsibilities:

- Develop overall business plan to achieve channel performance goals
- Identify and recruit local retailers/dealers to sell the Clearwire product
- Assist Authorized Representatives in the development of individual business plans
- Successfully motivate and manage the monthly performance of Clearwire authorized representatives
- Develop and deliver on-going training/presentation materials to Clearwire authorized representatives
- Partner with authorized representatives to create in-store POP and develop marketing materials to promote the Clearwire product
- Resolve all conflicts as it relates to the Indirect Channel in a given market

#### JOB REQUIREMENTS

##### Minimum Qualifications

**Reference ID:** 5990

#### JOB DESCRIPTION

**Position Type:** Full-time Regular

**Business Unit Area/Functional Area:** Sales

**Relocation Approved:** No

#### Job Description:

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Territory Manager:

Develop, drive, and expand our market presence in three sales channels to sell a cutting edge wireless technology product that sells itself! Our 4th generation (WiMax) wireless network technology is blazing fast. On top of this, we are expanding aggressively so this is an outstanding opportunity to develop your sales and leadership career on a path of upward mobility potential! You will be responsible for hiring, training, coaching, mentoring and driving a winning sales team that is highly transactional and customer focused. Successfully developing all three channels will allow you to get paid what you are worth and control your own paycheck through our aggressive

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**Business Unit Area/Functional Area:** Sales

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#### Market Support Representative

Drive service excellence by responding to Clearwire customer's and market needs and by continuously looking for opportunities to improve our service and support. You will work closely with all sales channels, including retail, direct, and indirect sales representatives who sell this cutting edge wireless technology, to the local management, Clearwire's customer CARE center and local technical personnel to ensure we are meeting the needs of the market and its customers. You are the

<ul style="list-style-type: none"> <li>• 2+ years of successful indirect channel management experience as a Territory Manager, Channel Manager, or other related Indirect Channel Sales background</li> <li>• Managed multiple points of distribution</li> <li>• Documented history of success in sales</li> <li>• Previous experience in business development</li> <li>• Experience identifying, recruiting, training and managing an indirect channel relationship with small/local retailers</li> <li>• Demonstrated ability to develop and grow an indirect channel/dealer network</li> <li>• Strong understanding of how to manage and motivate dealers to sell the Clearwire product</li> <li>• Track record of success in meeting and exceeding sales objectives</li> <li>• Exceptional leader with passion and dedication for mentoring and coaching sales reps to success</li> <li>• Out of the box prospecting abilities</li> <li>• Ability to thrive in an entrepreneurial, unstructured work environment</li> <li>• Effective, professional communication and presentation skills</li> <li>• Exhibits enthusiasm, high energy and a tremendous work ethic</li> <li>• Ability to work flexible hours to participate in evening and weekend events</li> <li>• Established professional network in local community preferred</li> <li>• Knowledge of wireless, data communications, voice and telecommunications technology a plus</li> <li>• Must have a valid state driver's license</li> <li>• BS/BA degree or equivalent experience preferred</li> </ul>	<p>compensation plan that includes a base salary, uncapped commissions, and a comprehensive benefits package!</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Develop and execute a strategic plan for all distribution channels including direct, indirect, and retail sales.</li> <li>• Provide continuous involvement in day-to-day business development, prospecting, networking, and sales generating activities.</li> <li>• Conduct ongoing analysis and sales forecasting for all distribution channels to ensure gross add objectives are attained.</li> <li>• Play critical role in establishing indirect dealer relationships in the local market.</li> <li>• Coach, develop and motivate employees to achieve both individual and company objectives.</li> <li>• Maintain a pipeline of potential employees by continuously prospecting for new talent.</li> <li>• Plan and facilitate daily sales team meetings</li> <li>• Manage daily individual rep funnel activity including contacts, presentations, and sales.</li> <li>• Establish and maintain strong community relationships on Clearwire's behalf.</li> <li>• Partner with Marketing team to roll out programs in support of local revenue goals.</li> <li>• Ensure market profitability and attain budgetary expectations.</li> </ul> <p><b>JOB REQUIREMENTS</b></p> <p><b>Minimum Qualifications</b></p> <ul style="list-style-type: none"> <li>• Previous experience in sales &amp; leadership within Direct &amp; Indirect sales channels with previous experience as a Sales Manager in a fast paced quota driven environment as a General Manager Manager, General Sales Manager, Area Manager, District Manager, Regional Manager, Business Development Manager, Branch Manager, Sales Director.</li> <li>• 5+ years of general management experience in high transactional, fast paced, business- to-consumer or business-to-small business sales environment such as telecommunications, wireless, or cable industry.</li> <li>• 5+ years of successful experience leading, motivating, and developing a highly dynamic and</li> </ul>	<p>glue that holds this market together!</p> <p><b>Job Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and accurately.</li> <li>• Gather and assist in the analysis of company provided reports as they relate to customer churn and inventory.</li> <li>• Thoroughly and efficiently gather customer information, assess and fulfill customer needs and requests, educate the customer where applicable to prevent the need for future contacts and document the interaction through contact tracking.</li> <li>• Provide quality service and support in a variety of areas including, but not limited to: equipment, coverage and system troubleshooting.</li> <li>• Make proactive customer calls to ensure customer satisfaction and retention.</li> <li>• Assist sales team with incoming requests for new services and facilitate a warm hand off to the respective account executives.</li> <li>• Assist in training all sales channels on operational processes, applications and troubleshooting.</li> <li>• Partner with technical teams to coordinate truck rolls to the customer's premise.</li> <li>• Maintain a balance between company policy and customer benefit in decision making.</li> <li>• Assist and/or own inventory tracking, order fulfillment and other duties as assigned.</li> <li>• Serve as a key point of contact and resource for</li> </ul>
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	<p>aggressive outside sales team.</p> <ul style="list-style-type: none"> <li>• Experience successfully managing multiple sales distribution channels including retail, direct and indirect as well as technical and sales support employees.</li> <li>• Proven track record of success in meeting and exceeding sales objectives.</li> <li>• Out of the box prospecting abilities</li> <li>• Established professional network in local community preferred</li> <li>• Exceptional leader with a passion and dedication for mentoring and coaching sales and support employees to success.</li> <li>• Ability to thrive in an entrepreneurial, unstructured work environment.</li> <li>• Strong and effective communication, analytical and presentation skills.</li> <li>• Ability to work flexible hours to participate in evening and weekend events.</li> <li>• Must possess strong communication skills, a strong work ethic, high energy, enthusiasm, and a passion for technology.</li> <li>• Bachelor's degree or equivalent experience required.</li> <li>• Mandatory to have a valid state driver's license.</li> </ul>	<p>sales and technical teams.</p> <ul style="list-style-type: none"> <li>• Continuously evaluate and identify opportunities to drive process improvements that positively impact our customer experience.</li> <li>• Gather and prepare daily, weekly and monthly sales metrics for multiple sales distribution channels.</li> <li>• Partner with marketing to research, coordinate and execute marketing campaigns and national programs at local market level.</li> <li>• Assist Sales Management with the creation and management of sales contests for all channels.</li> <li>• Provide general administrative support including drafting of correspondence, calendar management, meeting coordination, negotiation of contracts for service with local vendors, processing and approving purchase orders and expense reports etc.</li> <li>• Support the People Development organization with in market human resource administration and recruiting coordination.</li> <li>• Maintain accurate Clearwire fleet information.</li> <li>• Assist all sales channels with personalization of collateral.</li> <li>• Gather and distribute sales leads and customer contact information.</li> <li>• Other duties as needed and defined by the General Manager.</li> </ul> <p><b><u>JOB REQUIREMENTS</u></b></p>
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		<p><b>Minimum Qualifications</b></p> <ul style="list-style-type: none"><li>• 2+ years of experience in a customer service and/or help desk capacity required.</li><li>• 1+ years PC and IP troubleshooting experience a plus.</li><li>• Proficiency in all Microsoft Office Applications (Word, Excel, PowerPoint, Outlook etc.) and general knowledge of pivot tables a plus.</li><li>• Knowledge of technical support issues related to Internet connectivity.</li><li>• Experience in dealing with highly sensitive and confidential information in a discreet and appropriate manner.</li><li>• Ability to work independently, multi-task, manage competing priorities and thrive in a fast-paced, ambiguous environment.</li><li>• Experience in the planning, coordination and execution of large and small events.</li><li>• Exhibits enthusiasm, high energy and a tremendous work ethic.</li><li>• Ability to work independently, multi-task, manage competing priorities and thrive in a fast-paced, ambitious environment.</li><li>• Demonstrated passion for excellence with respect to treating and caring for customers.</li><li>• Strong decision making and analytical abilities.</li><li>• Training experience a plus</li><li>• Asset management a plus</li><li>• Ability to troubleshoot customer issues both face to face and over the phone. Willingness to visit customer's homes as appropriate.</li><li>• Strong detail orientation and communication/listening</li></ul>
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		<p>skills.</p> <ul style="list-style-type: none"><li>• Willingness to work a flexible schedule to include weekends, possible holidays and occasional overtime when needed.</li><li>• Highly developed sense of integrity and commitment to customer satisfaction.</li><li>• Team player.</li><li>• Strong written and oral skills.</li><li>• Drivers License is required.</li><li>• AA, BS/BA or equivalent experience is desired.</li></ul>
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