

Job Description

JOB TITLE: Customer Service / Sales Support Representative

COMPANY PROFILE: C4 Communications is a full service telecommunications agency and consulting firm providing corporate customers with telecom solutions since 2001 by leveraging its knowledge of the telecommunications industry and long-standing, established relationships with premium service providers (suppliers).

I. POSITION SUMMARY:

Supports the pre and post sales activities of the sales consultant in an effort to retain and grow the customer base. This position involves working closely with and at the direction of the sales consultant and on occasion acting as a liaison between suppliers and customers.

II. ESSENTIAL FUNCTIONS:

Sales Support

1. Obtains pricing from suppliers.
2. Prepares service agreements and order forms for sales consultant.
3. Analyzes telecommunication bills to gather customer data.

Order Management

4. Interfaces with customer to verify order data and assists with completing required documents.
5. Tracks customer orders with suppliers in order to provide updates to both sales consultant and customer.
6. Documents order progress and information in company's CRM system.
7. Coordinates service implementation between suppliers, customers & third-party vendors for non-complex orders.
8. Performs post-installation audit of customer's invoice.

Customer Service

9. Acts as the liaison between customers and suppliers for account maintenance.
10. Audits and resolves billing issues.
11. Acts as an advocate for customer in resolving service outages or issues with suppliers.
12. Accurately documents any and all changes or additions to customer's service inventory in company's CRM system.

General

13. Demonstrates product knowledge by successfully completing supplier training on products and processes and passing applicable assessments.
14. Provides back-up support to sales consultant when out of the office.
15. Attend company meetings as well as onsite and offsite supplier trainings and events.
16. Performs other tasks and special projects as required.

III. EDUCATION / EXPERIENCE & OTHER MINIMUM QUALIFICATIONS REQUIRED:

The minimum qualifications listed below are representative of the knowledge, skill, and ability necessary for an individual to perform each essential duty satisfactorily. Reasonable amounts of training are provided.

1. High school diploma, as well as, some college studies or equivalent work experience.
2. Strong organizational, communication, and customer service skills.
3. Proficiency with Microsoft applications and has ability to learn industry specific systems and software.
4. 3-5 years telecommunications or related experience.
5. Ability to work closely with sales consultant as well as perform assignments autonomously.
6. Ability to work from home.