



Telecommunications Service Specialist (Durango, Colorado)

Job profile and description:

Provides telecommunications services by initiating new service agreements, maintaining current customer base, generate new sales, coordinate delivery of new services; work with staff accountant on customer billing records; facilitating trouble tickets; customer service support ; assist management with administrative functions.

Duties:

- Scheduling appointments, meeting with existing customers to determine other sales opportunities and maintain customer base,
- Attracts new potential customers by answering product and service questions, suggesting information about other products and services, opens and maintains customer accounts by recording account information,
- Prepares service quotations and contracts, organize work orders and coordinate installation with engineering/technical staff,
- Documents service actions by completing logs; filing installation and repair reports; forwarding billing information,
- Maintains telecommunications billing by organizing existing contracts; providing master statement of services and pricing in spreadsheet form; monitor customer aging and identify potential payment issues, review customer invoices for accuracy,
- Resolves telecommunications problems by collecting, analyzing, and summarizing information; implementing or recommending solutions and escalating problems to management,
- Maintains customer satisfaction by responding to inquiries, service requests, follow up with customer to ensure service meets requirements, notification of engineering/technical difficulties or scheduled maintenance and complaints,
- Assists in the implementation of company marketing plans as needed,
- Contributes to team effort by accomplishing related results as needed by management.

Skills/Qualifications

Telecommunications experience, strong customer service, strong communication skills both written and verbal, listening skills, phone skills, multi-tasking, organization, problem solving, effective time management. Strong team player that works well under pressure with proficiency in Microsoft Word, Excel and Outlook.

Interested parties please submit resume to:

hr@fasttrackcomm.net