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## Job Description

**Job Status:** Permanent / Full-time  
**Title:** Customer Service Representative  
**Reports to:** Customer Care Manager  
**Location:** Neptune, NJ

**Position Overview:** Spectrotel is a “carrier of carriers” with around-the-clock surveillance, troubleshooting and maintenance at our newly built Network Operations Center (NOC) Customer Service is the hallmark of Spectrotel and qualified candidates shall be responsible for delivering “Best in Class” service to our valued customers and providing technical support for Spectrotel’s robust suite of Voice, Data, and Manage Services products.

Spectrotel is looking for candidates with a “Customer First” mentality interested in the challenge of working in a fast paced Call Center environment. Candidates should have flexibility in scheduling as the Center handles inbound inquiries for our base 24 hours a day, 365 days a year. We provide technical support to customers through ACD and email support systems, with focus on a quick and concise resolution.

### Responsibilities and Functions:

- Answer inbound customer calls and email Inbox inquiries, with focus on a quick and concise resolution.
- Respond to billing inquiries and resolve billing issues.
- Process payments from our customers.
- Open repair or billing tickets for customers when they need higher tiered attention.
- Update customers calling in for status.
- Answer questions involving product information for the customer.
- Identify Circuits via the Account Information in the CS database and Circuit Paths by CLR.
- Transfer misdirected calls to the appropriate departments.
- Initiate Move/Add/Change orders for existing customers.
- Open/update/close troubles tickets to document all customer interaction.
- 1<sup>st</sup> Level Troubleshooting using MLT testing of ILEC loops when applicable.
- Provide 1<sup>st</sup> Level Support to Spectrotel Users.
- Upsell additional products and services as applicable.
- Perform other duties as instructed by Spectrotel Management.

### Environment:

- Fast paced call center environment.

### Physical Requirements:

- Must be able to sit for extended periods of time.

**Desired Skills and Experience:**

- High School diploma or equivalent
- Experience Servicing customers on-site or via phone support
- Basic Knowledge of Cabling and Network Topologies
- Basic Knowledge of POTS, DSL, and DS1 technologies
- Organizational skills and abilities to self-manage workload
- User level knowledge utilizing Microsoft Office
- Capable of generating new ideas and continuous improvement efforts
- Excellent verbal and written communication skills
- Ability to multi-task
- Flexibility in scheduling
- Demonstration of a “customer first” attitude

**Preferred Qualifications:**

- Foreign language(s): Any foreign languages are very desirable
- College degree – preferred

**Special Skills/Equipment:**

- Cisco, ADIT, Adtran and Netopia T1 Routers
- Netopia, Speedstream, and other DSL routers
- MS Office
- Knowledge of the 7 layers of the OSI model

**Company Description:** For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.

**Location:** Neptune, NJ

**To Apply Email:** [hr@spectrotel.com](mailto:hr@spectrotel.com)

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.