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Job Description

Job Status: Permanent / Full-time
Title: Agent Sales Support Order Entry Specialist
Reports to: Director of Sales Support
Location: Neptune, NJ

Position Overview: The primary objective of this position is to coordinate, scrub and enter service orders for commercial telecommunications services. The candidate will report to the Director of Agent Sales Support.

Responsibilities and Functions:

- In depth review and scrub of signed service orders for accuracy, completeness and data integrity.
- Review and analyze customer service records for migration eligibility.
- Enter signed service orders in the Operational Support/Billing System.
- Liaison between outside sales agents and internal personnel to assist in coordination of service delivery and resolving issues.
- Coordinate and develop service delivery plan for major accounts.
- Develop and maintain in depth knowledge of product catalog, pricing, and promotions.

Desired Skills & Experience:

- Some college or professional development education required. Associates or Bachelor's degree in business required;
- Strong organizational, project management and interpersonal skills and a sensitivity to understand sales and customer needs is required.
- Ability to multitask within a fast pace sales environment and hit deadlines is required.
- Excellence with MS Excel is required
- Ability to work quickly and effectively with other standard MS Office products is required
- Excellent written and oral communications skills are essential.
- Two or more years of sales or sales support experience a plus.
- Previous experience within the telecommunications industry highly a plus.
- Ability to read and understand telecom invoices and customer service records a plus.

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.

To Apply Email: hr@spectrotel.com



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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.