

Position Title: Sales Support Representative

Department: Sales Support

Reports To: Service Delivery Manager

FLSA Status: Non-Exempt

General Summary:

The Sales Support Representative is responsible for supporting commercial accounts in the organizations retail and wholesale sales channel. The Sales Support Rep will process requests received through Lead Agent and/or via email from the Sales Team, Sales Agents, and Wholesale partners to review contracts and supporting paperwork for new sales, recasts and changes. The Sales Support Rep audits the paperwork for accuracy. The Sales Support Rep they may work directly with the customer over the phone and/or via email to get additional paperwork before processing. Once paperwork is ready, the Sales Support Rep will work in the company's billing system to create accounts, make changes to accounts, and terminate accounts with a goal of ensuring 100% accuracy in the final product, our bill to our customers and partners. The Sales Support Rep will answer incoming customer calls and assist customers with items such as billing inquiries, service changes, payments and any other questions customers may have. Sales Support Rep also manages active accounts with past due balances and works with the customer to clear the balance.

The Sales Support Rep must possess superior time management and organizational skills, along with close attention to detail. The Sales Support Rep must have excellent verbal and written communications skills and be able to multitask easily.

Essential Job Functions:

- Assure a quality customer experience.
- Responsible for processing service agreements, recast paperwork and other supporting paperwork for the Sales team and Sales Agents
- Responsible for incoming calls in the sales support queue to assist the customer
- Interface with all sales channels to research complex billing related issues, and communicate directly with the customer to resolve in an expeditious manner.
- Responsible for the accurate and timely creation, submission, review, and closure of all commercial iVue Service Orders for our retail commercial customers and Wholesale partners.
- Assures the necessary documentation for each service order is complete and concise to ensure clear communication, coordination and accountability. Audits paperwork between Lead Agent and billing system to ensure they match.
- Work with other departments in a collaborative effort to support the customer.
- Familiarity with all aspects of the billing cycles.
- Accuracy check of assigned Service Orders as it relates to C&C's OCPs, OCCs, applied taxes and surcharges, and activation dates.
- Works with other billing activity such as, but not limited to, payment posting, misapplied payments, RB check refund, and Combining Accounts/Services.

- Responsible for ongoing audits of the end user billing system
- Work independently with various reports and reporting tools to find inconsistencies/errors in account entry which would result in billing errors.
- Act as a liaison with the billing department with regard to programming changes, corrections, improvements, and on-going development.
- Knowledge of company products and telecommunication services including, but not limited to voice (TDM and IP), long distance, Internet, WAN, hosting, collocation, SIP, and HPBX for all companies.
- Knowledge of company policies and procedures.
- Skill in operating various computer systems, including, but not limited to, iVue, and the use of all Microsoft Office applications.
- Ability to organize and prioritize multiple work assignments and manage projects effectively.
- Ability to make sound decisions using information at hand.
- Perform special projects, as necessary.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of general office procedures.
- Skill in operating office equipment such as, personal computer, calculator, copier, fax, pdf and telephone systems.
- Working knowledge of Word, Excel and Microsoft Outlook.
- Skill in oral and written communication.
- Skills in prioritizing and completing multiple projects.
- Skill in identifying problems and resolutions.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner.
- Ability to maintain confidentiality.
- Ability to follow written and oral instructions.
- Ability to work with frequent interruptions.
- Ability to pay close attention to detail.
- Ability to effectively function as a team player.

Education and Experience:

High School diploma or equivalent plus two years of college preferred. Minimum of three years experience in customer relations within the Telecommunications industry preferred.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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