

JOB SUMMARY

Company

Converged Network Services Group

Location

Charlotte NC 28277

Industry

Telecommunications

Job Type

- Full Time, Daily
- Employee

Education Level

College Degree

Salary

Bonus

About the Job

Commissions & Order Administrator

CNSG is the solutions provider for comprehensive, end-to-end telecommunications services. From carrier, cloud and IP infrastructure to contract negotiation, issue resolution and every single matter in between—we do it all to support both support the customer and our agents. There is the opportunity to work with a company that is growing rapidly, as CNSG is the fastest growing Master Agency in the Channel. You will wear many hats and be rewarded for your efforts. We are looking for a Commissions & Order Processing Administrator to support our Operations team. This opportunity requires an individual with high attention to detail, excellent problem solving abilities and an enthusiastic, positive attitude.

Job Summary

As one aspect of the broader support role, you will manage administrative aspects of commission statements and payments such as routine tracking, reporting (downloading statements from numerous portals, or delivered by e-mail, and then formatting and uploading to our commission management system) and troubleshooting items relative to outstanding payments. This position processes multiple monthly reconciliation statements for sales representative's commission payout, extensively monitoring commission rates and splits prior to payout. Owning tasks through resolution and closed follow-up. Proactively following up on open items, communicating updates on a regular basis. Serves as liaison for sales, operations and commission teams ensuring that questions or needs are answered promptly and completely. Works across operation areas to champion the needs of our agents, sales, orders, commission, etc. Consistently demonstrates professionalism in interactions with the team and within the company, demonstrates a passion for results and a firm understanding of the overall picture.

Essential Duties

Generates and processes multiple commission reconciliation statements for commission system processing

Responds to any and all inquiries and requests including, but not limited to, order, billing, commissions, project management and or trouble tickets.

Reports for sales and commissions.

Perform accurate audit of commission statements in accordance with individual compensation plan.

Analyze commission reports from all carriers for all products to identify potential revenue and commission payout issues. Understand carrier contracts including associated payout rates.

Accurately enter orders received from sales by e-mail and fax

Contribute to team effort by accomplishing related results as needed i.e. managing special projects as assigned and responding to all inquiries including requests for sales order processing, delivery/lead times and escalations.

Qualifications

Bachelor's Degree

MS Excel proficiency, including V-Lookups, analyzing data using tables & charges, and managing templates.

MS Office Products proficiency including formatting text and lists, creating tables, templates, and documents.

Must type 30 WPM or better

Can read and interpret documents such as commission statements

Possess mathematical skills including the ability to calculate discounts, percentages, and find variances.

Ability to work in a team-oriented environment that is both fast past and demanding.

Must be self-directed, have initiative, excellent organizational skills and an ability to determine work priorities – time management.

Exhibit a strong ability to handle multiple demands with a sense of urgency, drive and energy.

Strong verbal and written communication skills are required as well as an ability to effectively analyze information