

JOB SUMMARY

Company

Converged Network Services Group, LLC

Location

Charlotte NC 28277

Industry

Telecommunications

Job Type

- Full Time, Daily
- Employee

Education Level

College Degree

Salary

\$35K start with consideration of increase within 3-6 months

About the Job

Cable Desk Manager

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 Cable Desk Manager to support our Operation's 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 Cable Order Support role, the Cable Desk Manager is responsible for providing Sales Support to our agents / customers. You will manage all the administrative functions for Cable Survey, Quote and Order requests including order entry, tracking, project management and resolution & status follow-up. Serves as a liaison between the Provider and agent / customer to ensure that questions or needs are met and answered both promptly and completely; working 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

Responds to any and all inquiries including, but not limited to, site surveys, quotes, order status, product or service inquiries, project management and or trouble tickets; being accountable for understanding order entry rules regardless of which order type or geographical territory the request is for and accurately submit requests into the order entry systems. Assisting agents / customers to complete their request for survey, quote, or service, which may entail:

gathering additional information, requesting paperwork (bill copies, signatures for service agreements), and answering questions as a means to explain the request /order installation process.

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. Maximizes productivity through Order system, concise procedures and excellent processes for follow-up.

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 service order agreements and bill copies.

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

Exhibit a strong ability to work in a team-oriented environment and handle multiple demands with a sense of urgency, drive and energy.

Strong verbal (telephone) and written communication (e-mail) skills are required as well as excellent data entry.