



Job Description

Job Title: Account Specialist

Department/Division: Operations

Reports To: Director of Operations

Job Summary: Responsible for providing support to Carrier Access, Inc's customers by working closely with sales and order implementation teams for complex communication product solutions (data, voice, IP, etc.). This person will serve as a primary interface with both internal and external customers. Through these interactions this person will establish and maintain open communication paths, define expectations, and follow and develop processes for clear and accurate opportunity and order requests.

Responsibilities:

- Make accurate and timely decisions based on customer needs and business requirements.
- Contribute to the attainment of revenue objectives by managing orders from the sales stage through to accurate billing and revenue recognition.
- Accurately complete all necessary sales paperwork. Complete service orders in a legible, accurate and timely manner.
- Communicate proper expectations to customers.
- Communicate expectation level set to the project manager.
- Project Management of the activities of multiple areas such as Contracts, Pricing, Order Entry, Provisioning, Design, Installation and Billing on behalf of Carrier Access, Inc. customer to install new service, or to coordinate moves, adds or changes to existing service.
- Maintain accurate and timely information within company CRM database.
- Work as a team with the internal service organization to create a great customer experience. Partner with Sales, Service and Support personnel to strategically support Carrier Access, Inc. Accounts.
- Exercise sound judgment to plan and accomplish goals.
- Seek additional training opportunities and share learning experiences with the larger team.
- Proactively establish and maintain effective working relationships with all support and sales teams, as well as customer base accounts.
- Develop, maintain and manage customer relationships from the operational to executive levels throughout the organization.
- Act as a liaison between external customers and various internal departments.
- Interact with existing customers to renew their existing service and potential to increase sales of organization's products and/or services.
- Communicate with customers in a professional, concise, and effective manner.
- Perform additional tasks as needed and/or requested.

Desired Qualifications/Skills:

- College degree (2 or 4 year) preferred with a degree and/or coursework in sales, marketing, communications and/or business administration or management. (BS/BA in Business, Liberal Arts, Economics, MIS/CIS, or other related field)
- 5+ years of experience of related Telecom experience
- Knowledge of products, e.g., Voice, Data, IP, VPN, Web Hosting, and CPE is desired
- Prior telecommunications and business-to-business sales experience with a proven track record of successfully promoting and selling products and/or services.
- Experience cultivating and developing relationships with customers.
- Ability to effectively represent Carrier Access, Inc. to multiple departments and levels within the Account, by understanding how Carrier Access, Inc.'s services meet their goals.
- Strong presentation skills with the ability to clearly educate clients about Carrier Access, Inc.'s offerings.
- Strong interpersonal, negotiating, and time management skills
- Superior communication skills (verbal and written, both internal and external to the organization) with the ability to actively listen to management, subordinates, peers, and clients in order to understand the points being made and ask questions as appropriate.
- Proficiency with MS Office (Outlook, Word, Excel, PowerPoint)
- Ability to work well individually, as well as part of a team.
- Ability to complete, accurate and timely submissions of all required paperwork and system documentation associated with customer activity.
- Organizational skills to facilitate timely and thorough follow up on all customer issues to completion.
- Ability to problem solve and think outside of the box to meet company expectations.
- Ability to thrive in a fast paced, multi-tasked environment.
- Ability to prioritize tasks and display excellent time management skills.