



Job Description

Job Title: Client Support Advocate

Department/Division: Operations/Support

Reports To: Support Escalations Manager

Job Summary:

Responsible for providing support to Carrier Access, Inc.'s clients by working with service providers to manage trouble ticket reporting and order processing on their behalf. Will set clear expectations, be a proactive communicator and collaborate with internal and external resources to assist with delivering solid solutions.

Responsibilities:

- Assist Service Delivery Managers and Coordinators with submitting and monitoring orders
- Follow SLA's/SLO provided through client's provider contracts and Carrier Access, Inc. agreements.
- Report repair tickets for clients and assist until resolution is confirmed by following Carrier Access, Inc. escalation procedures.
- Process Basic Telecom orders:
 - Broadband Connectivity and TDM local services
 - Switched long distance
 - Renewals
 - Moves, adds, and changes
- Receive and handle incoming client support calls and emails as necessary
- Investigate and resolve billing issues for clients
- Track all documentation and communications through Carrier Access, Inc.'s internal database
- Be available as needed to assist on an on-call basis in handling out-of-service trouble reports
- Perform additional tasks as needed and/or requested

Desired Qualifications/Skills:

- High school diploma required with 2-4 years of related customer service experience
- Prior telecommunications experience and knowledge of a variety of related concepts, practices, and procedures
- Ability to prepare complete, accurate and timely submissions of all required paperwork and system documentation associated with client activity
- Organization skills to facilitate timely and thorough follow up on all client issues to completion
- 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
- Ability to work well individually, as well as part of a team in an office environment
- 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
- Ability to sit for extended periods of time
- Ability to use a PC, MS Office, and Internet browser.