



Job Posting

Location: Headquarters – Kirkland, WA

Job Title: Phone Operations Support Representative

Reports To: Manager, Technical Support

Purpose of Position: Responsible for managing the provision and activation of the Telephony product and services within the Wave Broadband network. This position is also responsible for coordinating with other departments to maintain the accuracy of customer accounts and resolve any customer issues.

Responsibilities include:

- Responsible for the daily provision and installation of all Wave Phone orders
 - Processes installation, service change, disconnect, and trouble work orders
 - Verifies customer address information to ensure E-911 compliance
 - Actively uses internal billing system as well as Cable Partner Order Management system
 - Monitor & manage various ticketing systems to provide timely action
 - Work directly with technicians & customers on order statuses, changes, and installation issues
 - Interfaces with multiple groups at external switch provider to resolve issues and successfully install Wave Digital Phone
 - Escalates when necessary to address customer issues
- Responsible for managing customer troubles
 - Generates and manages trouble tickets to 3rd party phone provider for timely resolution
 - Update and support Technicians, Supervisors, Technical Managers, Dispatch and Call Center personnel
- Support the Network Operations Center by taking customer calls for video, phone and data issues as required by volume
- Must be willing to work overtime as required to manage daily phone installation volume
- May perform other duties as required

Required Qualifications:

- High school diploma or equivalent
- Thorough knowledge of cable, phone, data products and services
- Detail oriented
- Ability to follow direction and follow through
- Strong interpersonal skills with the ability to relate to customers, peers, and management; Is positive, pleasant, and respectful
- Ability to diagnose and solve problems
- Committed to providing exceptional service at all times
- Proven good judgment and proactive decision-making skills
- Ability to adapt to change
- Technology experience in the areas of video, phone and data required
- Must be familiar with Internet and software applications

Preferred Qualifications:

- Telecommunications experience - back office telephone operations

- Six months experience as a CSR, TSR II, or related experience
- 1 year Call Center experience

Diverse Workforce / EEO:

Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include job title and location in your email)