



Job Posting

Location: Seattle Region – Kirkland, WA

Job title: Account Coordinator-Business Solutions

Reports To: Director of Business Solutions

Purpose of Position: This position's primary function is to coordinate the successful installation of commercial Video, Data and VoIP services to support Wave Business sales and to provide an excellent customer experience.

Responsibilities include:

- Review of customer Contract, Telephone Order Form and Sales Pre-Qualification Survey information for content and accuracy
- Scheduling Site Surveys for Unserviceable commercial accounts
- Monitor construction and installation timelines to ensure deadlines are met while keeping Account Executive well informed on projected completion
- Responsible for escalating field performance issues to Director
- Ability to manage all aspects of installations in an assigned Wave or Astound territory including day before calls, vendor coordination when applicable and customer readiness
- Accessing and verifying Customer Service Record (CSR) in various databases for telephony orders
- Review and processing of telephony Field Survey Results for technical issues and order corrections
- Subject Matter Expert (SME) for Multiline telephone orders and commercial porting rules of engagement
- Accurate data entry of orders into Billing System with an error rate of 2% or less
- Timely turnaround on all assigned tasks through CRM
- Preparing and managing Excel spreadsheets for special project tracking
- Develop and maintain solid relationships with system personnel at all levels to keep orders moving
- Special projects participant inclusive of interdepartmental training events
- Other functions that may be assigned
- Serve as resource for field and telesales AE's regarding billing system, CRM, field issues, and products
- Responsible for working with the customer to ensure that phone operations has all the correct phone information from the customer, and support phone operations to resolve any discrepancies. Project manage all elements of phone provisioning to ensure a seamless installation including porting requests/date changes, errors in information, 800 service, etc.
- Responsible for calling the customer the day after installation to ensure all the products and services were working as the customer expects, that the customer is happy with the service, and that there isn't anything else that the customer needs.
- Responsible for providing weekly updates on key milestones.
- Promotes all Company services
- Willingness for perform repetitive tasks daily
- Perform other duties as assigned

Qualifications:

- Effective Communicator
- Excellent Organizational and Planning Skills
- Strong Computer Skills (Outlook, Word, Excel, Access, Power Point, Adobe, Mapping Tools, Google Earth)
- Working knowledge of commercial phone and data services
- High school diploma or equivalent
- Able to prioritize work and handle multiple tasks
- ICOMs, CSG, and/or WinCable order entry knowledge
- Excellent verbal and written communications skills; Ability to relate well to the public, vendors and employees at all levels
- 2-3 years cable television experience
- Ability to follow guidelines, policies and procedures from Wave manuals and Knowledgebase
- Ability to make decisions and solve problems while working under pressure
- Must be persistent and able to negotiate in the best interest of Wave Business Solutions and the company
- Knowledge of record systems, standard office procedures and business organization
- Exceptional attention to detail
- "Customer first" attitude!

Diverse Workforce / EEO:

WaveDivision 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: Interested candidates may send completed cover letter and resume to hrmgr@wavebroadband.com (please include job title and location of position in your email)