Business Sales Support Specialist-Camarillo, CA

**Job Description:**

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|  Job Duties: * Accountable for the order coordination of all services and products for high value business customers which include but not limited B1 through Frame Relay, ADSL, ISDN, data, PBX.
* Participate as an integral part of the customer assigned sales team.
* Assist customers with all billing related issues.
* Use various systems to assist in resolving customer billing issues.
* Handle customer correspondence.
* Must maintain a professional image.
* Ability to learn new skills and procedures.
* Must be able to effectively manage workload and follow directions.
* Must support and participate in promotion of company products.
* Must perform other duties as assigned.

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|  Minimum Qualifications: * Meet minimum test results in standardized Microsoft Office and Basic PC test.
* Fundamental knowledge of Verizon products and services, including basic understanding of tariff language, as determined by Management.
* Basic PC skills, with knowledge of Windows and Lotus Notes.
* Strong communicative and decision making skills.
* Excellent customer service skill including tact and diplomacy.
* Good organization skills and ability to work with minimal direct supervision.
* Strong interpersonal skills, team building, and leadership qualities.
* Typing and keyboard skills required.
* High School diploma or equivalent.

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|  Education/Training Preferred: * College degree preferred.
* Prior Collection or Call Center experience preferred.

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