Business Sales Support Specialist-Camarillo, CA

**Job Description:**

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