



Major Accounts Representative

The primary goal of the Major Account Representative is to act as an advisor, customer advocate, and strategic partner to ensure customer satisfaction. As a part of this responsibility, this position will be expected to effectively partner with customers and agents, internal API team members, and external client contacts.

Key Responsibilities:

1. Troubleshoots customer concerns, works with various internal API departments to find appropriate resolution wherever and whenever possible.
2. Ensures all service impacting issues are handled as a first priority by opening trouble tickets and following up with repair commitments completion and close out notes.
3. Manages migration projects for nationwide major accounts with minimum impact to the customer.
4. Responds to any inquiries in a timely fashion - including but not limited to: questions, order requests, billing tickets, order clarifications, and jeopardies.
5. Ensures that standards of quality and service are consistently met, and communicates potential problems to forestall incidents whenever possible.

Day to Day Tasks:

1. Answer phones, resolve and assist in troubleshooting over the phone and provide updates to the customer / agent.
2. Have a grasp of the Resolutions Specialist position in order to perform this duty if needed during Resolution off hours.
3. Act as the coordination point for major account customers for all order types, migration projects, and billing issues.
4. Attend customer meetings and prepare updates to action items in collaboration with the Project Manager.
5. Assist the credit and collections team with major account customer issues with regards to payment and facilitate resolution.

Required Skills:

1. Excellent customer service, multi-tasking, and organizational skills.
2. Ability to track and complete tasks in a priority and busy environment.
3. Experience with Excel and working with large amounts of data.
4. Stellar interpersonal skills and ability to work in a team environment.
5. Attention to detail and excellent documentation skills.
6. Knowledge of the telecommunications industry and Bachelor's degree preferred.

Minimum Job Requirements:

- Bachelor's degree Preferred.

