



Customer Care Account Manager (Enterprise/Primary)

If you are passionate, innovative and self-motivated, we are inviting you to join our team.

Job Summary

The Account Managers responsibility is to be the clients advocate and primary point of contact in support of their day-to-day service requests (e.g. deliver/disconnect telecommunications services, initiate, manage, escalate repairs, address billing inquires/disputes, etc.). The requests will cross multiple disciplines (Voice, Data, and Hardware) and require that the manager be capable of interpreting, validating and ensuring MetTel's timely delivery of the desired end result.

On occasion the Manager will be asked to contribute to company projects intended to better MetTel processes and or service offering. The function includes but is not limited to the following:

Duties & Responsibilities

- **CSAT Awareness & Execution** - Account manager is properly aware of their client's satisfaction level with the MetTel service delivery/deliveries, reports indicative CSAT to MetTel management team, recognizes and communicates CSAT issues as well as sponsors corrective action plans.
- **Carrier Services Order Management** - Validates and presents orders to the MetTel system in an effective and efficient manner. Follows the order in alignment with its key milestones ensuring the order is progressing as expected. Timely recognition of order issue(s) and enacts appropriate resolution and or escalation tasks. Effectively communicates order status and meaningful data sets to client stakeholder throughout the life of the order. Aware of invoice/contract impacts of ordered services.
- **Repair** - Authenticates issue, enters trouble into appropriate MetTel system (ensuring all necessary data elements are available to the repair team), works with client on a temporary service alternative (i.e. an RCF) that allows client to continue to "Run The Business" and then follows issue until resolution. Care manager must recognize typical/appropriate timeframes for resolution and when applicable escalate repair issue. If escalation is in play care manager will be expected to increase the frequency of communication with client delegate ensuring they are aware of the escalation level and displaying how important the matter is to MetTel.
- **Billing Disputes** - Ensures clients claim is properly vetted in a timely manner. Gathers and presents all supporting documentation and credit calculations. Communicates MetTel position to client stakeholder and follows progress until full fruition inclusive of client confirmation.
- **MetTel System Knowledge/Use** - Is an effective and knowledgeable user of MetTel operational systems (i.e. MAX) needed to perform the duties expected of the position.
- **Communication** - Produces clear and concise written and oral communication with clients/peers that is both timely and intuitive. Anticipates questions and offers response in advance displaying awareness of the situation and best in class service management.
- **In Contact** - Employee presents themselves to the In Contact system in alignment with then current requested KPI's.



- **Ticket Management** - Validates and presents orders to the MetTel system in an effective and efficient manner. Follows the order in alignment with its key milestones ensuring the order is progressing as expected. Timely recognition of order issue(s) and enacts appropriate resolution and or escalation tasks. Effectively communicates order status and meaningful data sets to client stakeholder throughout the life of the order. Aware of invoice/contract impacts of ordered services.
- **Product/Process Knowledge** – Will employ a collaborative effort to maintain a proper awareness of the predominant products/processes associated with his/her clientele. Knowledge base should come through combination of MetTel formal educational series, self-education through use of MetTel training library materials and use of MetTel materials in the MetTel BI center as well as interaction with the product set itself through order/repair support.
- **Provide After Hours Oversight:** Will carry a MetTel provided cell phone so as to 1) be available to receive calls for client escalations; 2) perform regular cursory reviews of email so as to recognize when/where he/she may need to insert themselves to assist a situation/request that cannot reasonably wait until.

Desired Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associates or Bachelors degree; or four to ten years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite (Excel, Word, Project, Power Point); Explorer Internet software.

Why MetTel

MetTel is a cutting-edge telecom service provider delivering software and telecom services to enterprise companies nationwide. Our teams help create next--generation systems to meet the challenge of today's



rapidly changing business climate, and set new standards for the telecom industry. From traditional voice to advanced services, MetTel's extensive partnerships enable us to deliver a complete portfolio of services in the United States, Canada and Puerto Rico as well as global MPLS and VoIP solutions. We believe that each team member is a key to the success and sustainability of the group. In order to achieve this we offer an environment where all professionals can grow and develop their skills and competencies, collaborate with diverse professionals, share knowledge and enjoy a rewarding career.

To Learn More

Visit: www.mettel.net or email us: Career@mettel.net