

10/30/2018



Job Title: Commercial Order Processor
Department: Commercial Sales
Reports to: Manager/Supervisor of Commercial Sales
EEO Classification: Administrative Support Workers
FLSA Status: Non-Exempt

Summary: Process and track to completion all telephone, high speed internet, and video orders received from the Commercial Sales team in all regions.

Responsibilities include the following. Other duties may be assigned.

- Process Atlantic Broadband business phone, HSI, and video Orders for all regions
- Process Atlantic Broadband business phone, HSI, and video Change Requests for all regions
- Schedule Orders, Change Requests, and Site Surveys
- Obtain Customer Service Records (CSRs) from customer's current telephone service provider
- Enter customer address and billing information into CSG billing system
- Enter all Orders, Change Requests, and Site Survey requests into tracking system
- Transfer and verify information from CSG into CVOSS data system for third party order processing
- Coordinate Order scheduling with customer and ABB Account Executive
- Schedule third party contractors, as required
- Assign static IP addresses and providing information to customer, as required
- Insure that all aspects of orders are processed accurately and as soon as possible
- Work with ABB and/or contractor field technicians to insure accuracy of customer features
- Troubleshoot order processing errors
- Insure customer satisfaction with order processing experience

Supervisory Responsibilities

This position has no supervisory responsibilities.

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

High School diploma or General Education Degree (GED); or one to three months related experience or training; or equivalent combination of education and experience.

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Language Skills

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one on one and small group situations to customers, clients and other employees in the organization.

Mathematical Skills

Ability to add, subtract, multiply and divide all units of measure using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percents and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving a few concrete variables standardized situations.