

Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. As a family owned and operated business, Ancero takes pride in providing superior quality of service while exceeding customer expectations.

Position Title: VoIP Communications Specialist

Entry-level position

Salary range 35 - 40k

Position Summary

Ancero, Communications Solution Provider, located in Southern New Jersey is looking for a Trainer/Provisioner for its Utility VoIP Business Unit. The chosen candidate will be trained to perform the following:

Responsibilities

- Conduct onsite and remote training of end user clients on the VoIP system / telephones
- Work with carriers and customers during the quoting/circuit ordering/installation process
- Coordinate customer site surveys for carrier
- Conduct bill reviews and manage billing discrepancies for carrier and VoIP
- Obtain pricing quotes and assist with submission and management of all paperwork for carrier
- Retrieve and verify customer service records
- Obtain VoIP data information necessary for implementation of the phone system
- Manage the ordering process for MACD's (moves, adds, changes and disconnects); work with engineering and other business units

Position Qualifications

This position requires the following qualifications:

- Professional written and verbal communication skills
- Great interpersonal and customer service skills
- Strong computer skills with knowledge of Microsoft applications (Excel, Word, Outlook) and

- the ability to manage high levels of internal/external, in/outbound e-mail correspondence
- Strong critical thinking skills and ability to multi-task
- Excellent attention to detail and ability to work under pressure to tight deadlines
- Professional, responsive and a good team player
- Qualified candidates must possess a strong focus for quality and a positive client experience
- VoIP or Carrier experience a plus

Consider joining a growing organization with a solid reputation as a leader in the managed services and communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to hr@ancero.com.