



Telecoms provisioning and customer service advisor

The role

Established since 1998, Lister Communications are a well-known supplier of B2B telecommunications, supplying leading edge technology throughout the UK.

We are now looking for someone who possesses a strong technical understanding and has good provisioning, billing and fault finding qualities to support the growth of our operations team.

In your role as customer service and provisioning adviser you will concentrate on customer service and a mixture of provisioning, faults diagnostics (phone lines/broadband mainly), billing and general administration work.

You should be calm, fast paced, technically minded, positive with the ability to handle customers and suppliers effectively.

You should have a can do attitude, with a strong desire to succeed and possess excellent IT, communication and administration skills, with a polite but assertive telephone manner.

Previous experience required

- Three years minimum in the telecom industry - mandatory
- Three years minimum in any of the following roles - provisioning/faults/technical support
- Three years minimum in customer services

Job Objectives

- CRM task management - quickly and efficiently
- To provision orders such as landlines, broadband, fibre, VOIP and mobiles with accuracy and attention to detail
- To log customer faults on phone lines, broadband, VoIP with suppliers and engineering teams effectively and quickly
- To manage technical enquiries in relation to wireless routers, data connectivity and networking
- To provide effective day to day support to existing customers
- To be competent with excel, word, web portals and quick to learn technical processes
- To manage overall workload effectively; ensuring work is prioritised appropriately
- To collect outstanding customer invoices via card payment and issue collection letters
- To attend customers site infrequently if necessary

Knowledge, qualifications and skills

- Telecom and customer service background - mandatory requirement
- Excellent communication skills
- Proactive and positive with a 'can do' attitude
- Effective time management and organisational skills
- Competent working alone or as part of a team
- Logical approach to problem solving
- Ability to work under pressure and within time constraints
- Punctual and good attendance
- Good understating of landlines, broadband, fibre, VoIP and mobile services
- Be considered intelligent and a quick learner
- Computer literature and competent within technical environment

Customer care specialist benefits

- Competitive salary - commensurate with experience
- Commission and bonus opportunities
- 20 days' holiday plus bank holidays

Job Type: Full-time

Salary: DOE (depends on experience)

To apply, please email hello@lister-communications.co.uk