



## **Job Description: Commercial Services Coordinator**

\$18 - \$22 per hour

The Commercial Services Coordinator is a dedicated member of the Customer Experience Team. The CSC is responsible for overseeing the onboarding process of Business and Commercial accounts. Coordinates and fulfills sales initiatives for commercial accounts. Coordinates customer support with other departments, as the primary advocate for the account holder's customers experience. The CSC reports directly to the Customer Experience Manager.

### **Responsibilities and duties include but are not limited to:**

- Ensures Primary advocate for ensuring excellence in the customer service experience for MTC's business customers which is measured as a differentiator when compared to competitors.
- Coordinating and oversight of ensuring business customer onboarding, support, and satisfaction.
- Advocates for existing business and commercial accounts.
- Executes and supports direct sales and marketing initiatives with Marketing and CX departments.
- Drives sales with a personable attitude and industry knowledge.
- Answers incoming telephone calls, responds to general questions, takes messages, and/or transfers calls to appropriate personnel.
- Conduct direct sales and outreach initiatives to new and existing businesses.
- Engages in company efforts to establish new marketing campaigns, direct sales initiatives, customer services procedures, and operational policies for employee and customer benefit. Participates in local community business mixers, chamber events, and other opportunities to promote MTC offerings and become established in the business community.
- Supports other departments with coordinating customer education and is main customer contact.
- Monitors monthly metrics around sales and billing for commercial customers and provides monthly summary reports to Customer Experience Manager and organized monitoring and support methods to the management team.
- Works closely with all departments to fulfill onboarding and project needs.
- Has a working knowledge of industry services, HPBX, Broadband, networking and service offerings.
- Is responsible for billing and collection notifications to business customers.
- Assists Customer Service Team as needed.

### **Requirements include but are not limited to:**

- Professional communications skills – a must.
- Knowledge of Microsoft Office Suites, Excel, Word, Project and others.
- Possess a valid driver's license which meets the MTC insurance requirements.
- Comply with the Drug Free Workforce Act.
- Follow job safety policies and procedures.
- Comply with Smoke Free Policy.

**Key Performance Opportunities and Expectations**

- Becomes knowledgeable of NISC billing system
- Increases business service customers satisfaction and sales numbers with measurable goals.
- Expand communication and interactions with CXM and Management Team on service and sales opportunities
- Primary advocate for all commercial and business service customers.