



**Human Crafted.
Enterprise Optimized.**

Mobility Advisor

About Your Role:

Under the direction of the Managed Mobility Supervisor, the Mobility Advisor will provide support to client base via telephone, email, and web portals.

About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate, and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility, and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate, and never satisfied with the status quo.

Responsibilities include but are not limited to:

- Provide support to customers via telephone, email, and web portals
- Work with clients on complex technical and non-technical issues
- Work with customers to procure mobility devices and equipment
- Identify, troubleshoot, and resolve basic technical and non-technical end user customer questions for all mobility products
- Provide basic technical support to resolve wireless carrier activation/set up, configuration and usability questions for end users
- Ability to work well with outside clients and vendors



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Qualifications:

- Bachelor's degree or equivalent experience
- Good analytical and problem-solving skills
- Research and resolve customer-related issues and conflicts
- Commitment to providing exceptional, quality customer service
- Team player – acts with integrity and respect
- Detail oriented, professional attitude, reliable
- Excellent written and verbal communication skills
- Proficient in Excel, Word, Outlook
- Ability to learn new software applications
- Multi-tasking in a fast-paced customer service environment
- Bilingual Spanish and/or French preferred

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances.