



**Human Crafted.
Enterprise Optimized.**

Special Projects Intern

About Your Role:

The primary objective of this entry-level position is to coordinate, scrub and enter service orders for commercial telecommunications services. The candidate will report to the Supervisor of Network Optimization and Special Projects.

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:

- In depth review of service orders for accuracy, completeness, and data integrity.
- Review and analyze customer services for migration eligibility.
- Submit orders to providers and properly track critical dates.
- Update customer profile as instructed.
- Communicate with customers and carrier technicians via email and phone on order updates
- Special assignments as requested for the project

Qualifications:

- Associates or bachelor's degree in business is preferred or equivalent experience.
- Strong organizational, project management and interpersonal skills and a sensitivity to understand customer needs is required.
- Excellent written and oral communications skills are essential.
- Proficient in Excel, Word, Outlook

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.