



POSITION: Phone Number Clerk

Alianza, the leading provider of hosted voice for wireless service providers, is hiring a part time or full time Phone Number Clerk to expand our carrier customer service team. The Phone Number Clerk will report to the Director of Carrier Services and is responsible for the following duties and responsibilities.

KEY DUTIES AND RESPONSIBILITIES:

- a) Local Number Porting (requests, exceptions, cancelations, and fulfillment)
- b) Phone Number inventory fulfillment and maintenance on behalf of Service Provider clients
- c) Customer Service Record Updates
- d) Ensure that work is accurate, complete and timely to meet and exceed client expectations
- e) Address Overrides
- f) 911 troubleshooting
- g) Phone Number Deletions and Port outs
- h) Communicate status, problems and expectations to Service Provider customers
- i) Special Projects as needed
- j) Needs to own escalated issues and drive prompt resolution

SKILLS AND EXPERIENCE REQUIRED:

- Telecommunications/LNP experience preferred
- Excellent customer service skills
- Excellent Microsoft Excel skills
- Excellent organizational and time management skills
- Ability to work under time constraints while multi-tasking
- Excellent verbal and written communication skills
- Experience with Microsoft Office