



Job Title: Contact Center Agent

Reports To: Contact Center Manager

Job Purpose:

The Contact Center Agent will make contact attempts to facilitate document negotiations for the installation of telecommunications equipment with building management/owners and appropriate governing organization

Duties and Responsibilities:

- Research contact information of building owners, property managers, and superintendents with the goal of establishing meetings to secure Right of Way.
- Maintains phone lines and report details by entering information into database.
- Document creation to complete appropriate contract with client.
- Development of spreadsheets reports to track progress of assigned work.
- Follow-up with appropriate building management to assure commitments are met.

Qualifications:

- Web based research background necessary.
- Proficient with Microsoft Office suite of products.
- Excellent verbal, written, phone, and interpersonal skills.

Working Conditions:

Typical office environment

Physical Requirements:

None

Direct Reports:

None

Pay Definition/Metrics:

Non- Exempt – Hourly