

# Position Available for an NDS- in Alpharetta

The primary responsibilities of an NDS are to do the following: (1) coordinate service work with the clients and contractors, (2) Project Manage small to medium size projects, (3) Estimate small to medium size projects.

The NDS is responsible for providing daily contact point for the customers, authorized ASD installers, and contractors to ensure that all services are scheduled and closed out satisfactory for the client and profitable for our organization.

## Core Attributes:

- Demonstrates a Positive Attitude
- Ability to work in a fast paced environment
- Must have excellent Multi-tasking skills
- Provides Excellent Customer Service
- Is a team player
- Ability to take direction and work independently
- Computer skills- ability to work in Excel, Word, and with Google Documents
- Good negotiating skills and language skills
- Willingness and ability to develop Knowledge of telecommunications business
- Strong attention to detail and ability to keep up with billing and management paperwork
- Organizational skills

## Additional Abilities

- One year prior work experience as a customer service representatives a plus
- Ability to deal effectively and diplomatically with customers and contractors a plus
- Ability to analyze situations accurately and take effective action and products a plus

## Technical Skills are a Plus

- Microsoft Office
- Cisco, Avaya, Nortel Voice/Data
- Google Documents