Job Posting

Location: Headquarters – Kirkland, WA

Job Title: Phone Ops Data Entry Clerk

Reports To: VP, CSC Technical Services

Type of Position:	**Salary:**	**Posting Period:**
Full – time, non-exempt	DOE	Until Filled

Purpose of Position:
Process incoming phone orders for new phone service; make changes to existing phone service; process service disconnection and transfer requests and telephone number swaps.

Responsibilities Include:

- Process, enter, change, activate, disconnect and transfer phone service requests
- Gather orders, sort and validate on a daily basis
- Cross reference orders
- Check errors and provide feedback to front line staff
- Verify orders against the billing system
- Enter or change telephone numbers in the switch
- Assist with other data entry tasks as assign by the Manager

Qualifications:

- High school diploma or equivalent
- Fast and accurate data entry 10 key skills
- Intermediate proficiency in the Microsoft Office Suite
- Must be able to key at least 8000 keystrokes per hour
- Analytical and detail oriented
- Demonstrates ability to diagnose and solve problems
- Exhibits the ability to follow direction and possesses the ability to follow through
- Displays proven good judgment and proactive decision-making skills

Diverse Workforce / EEO:
Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply:
Candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include job title and location in your email)