



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

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## Sales Order Entry Specialist

<b>Job ID</b>	<b>C7-08-C8-46-FD-94</b>
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=C7-08-C8-46-FD-94">https://careers.indigenous.link/viewjob?jobname=C7-08-C8-46-FD-94</a>
<b>Company</b>	Northwestel
<b>Location</b>	Yellowknife, Northwest Territories
<b>Date Posted</b>	From: 2022-07-14 To: 2022-08-13
<b>Job</b>	Type: Full-time Category: Telecommunications
<b>Languages</b>	English

### Description

Northwestel is hiring a Sales Order Entry Specialist to work with the Sales Support team to create, monitor and drive new sales! Apply today!

#### Employment Equity

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. Candidates must clearly indicate on their application if they are an Indigenous person, a woman, a person with a disability, or a visible minority if they wish to receive hiring preference.

#### Specific Accountabilities

##### 1. Sales & Service Order Related

Establish new customer accounts and maintain existing accounts as required.

Provide first level administrative support to the sales channel & external customers

Review and process Sales initiated requests for products, services, equipment.

Focus on the service request readiness for processing into SSoL (WFM, CRM).

Ensure completeness and closure for service orders as requested

##### 2. Billing Related

Conduct customer account reviews and Coordinate with Sales Support and Accounts Receivable for applicable credit checks and ensure adherence to Company policy

Coordinate the billing requirements: verification / validation for billable labour and services.

Perform large scale billing migrations (Account to Account or Carrier to Retail)

##### 3. Other duties

Maintain various documents and database records (Salesforce, SAP) as required

Provide open order and account reconciliation reports to sales managers upon request.

Provide training and support as required on Salesforce, SuiteSolution

Challenge existing practices and identify areas for process improvement

Other sales administration duties as required

Timely completion of all administrative tasks including, but not limited to time reporting, expense reporting and submission of corporate card statements.

Participate fully in our organizational health and safety programs, adhering to all safe work practices and procedures and staying focused on continuous improvement. In addition, ensuring all Accident Prevention Program (APP's) training, all Code of Business Conduct (CoBC) training, and all other Occupational Health and Safety (OHS) training are completed on time.

#### Knowledge and Competencies Required

High School diploma with a minimum of five years' experience providing customer service in a support function processing complex requests for products and services

Demonstrated experience in process improvement, new product introductions, and complex billing migrations (e.g., smart office products, complex circuit products, Carrier to Retail billing migrations)

Intermediate level competency in Salesforce, SuiteSolution (CRM, WFM) and SAP (ORS) with a focus on order-entry, billing and invoicing process & procedures

Knowledge of Northwestel Enterprise products and services including but not limited: Smart Office; complex circuit products; product profiles in SuiteSolution; and order entry requirements into SuiteSolution WFM

Excellent analytical, verbal, written, and interpersonal communication skills.

Must be computer literate and proficient in Microsoft Office (Excel, Word, Outlook).

Customer facing experience and a proven ability to maintain a professional attitude when under pressure dealing with interruptions and restricted timelines for service.

Ability to work effectively individually and as a member of a team with a broad range of duties.

Apart of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit

As a safety conscious CORâ„¢ Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

#### **How to Apply**

Apply by clicking "Apply now"