



Gila River Telecommunications, Inc.

Box 5015

7065 West Allison Road

Chandler, Arizona 85226-5135

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www.gilanet.net

SERVICE ORDER SPECIALIST

General Summary:

Native Technology Solutions, a wholly owned subsidiary of Gila River Telecommunications, Inc., specializes in providing advanced telecommunications and special systems solutions to members of the Gila River Indian Community. Native Technology Solutions offers best-of-breed technology and services solutions in partnership with leading manufacturers in the telecommunications and structured cabling industry.

We are continually searching for conscientious, intelligent, hard-working people to join our team. As a customer-driven company, Native Technology Solutions strives to hire, educate, and retain employees who will take responsibility for continuous improvement, understanding their role in the success of the company and realizing they share in the rewards of our success.

Native Technology Solutions is currently seeking qualified candidates to fill the position of Service Order Specialist. The selected candidate must be organized, able to lead others and be personable. Other qualifications are as follows:

Job Summary:

With limited supervision, the Service Order Specialist will coordinate the response to customer service requests, set appointments with customers for installation and repairs, assign work orders and route installers and technicians. The Service Order Specialist will also monitor service quality and respond to customer complaints.

Job Duties:

- Work with customer service representatives to coordinate response to customer service requests.
- Set appointments with customers for installation and repairs and monitor the progress of repairs, updating files as work is completed.
- Assign work orders and route installation and repair technicians in the most cost efficient manner with customer satisfaction as a priority.
- Monitor service quality and complaints adjusting processes as necessary in order to achieve the highest level of customer service.
- Attend technical training (provided by Native Technology Solutions) on an ongoing basis in order to maintain adequate skill level.
- Provide administrative support for Subsidiary Manager.
- Perform other duties as required.

Knowledge, Skills, Abilities, and Other Characteristics:

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- Knowledge, experience and training in computers (Windows, Microsoft Word, Excel and willingness to learn other software necessary to perform duties.)
- Solid understanding of telephone terminology.
- Good organizational skills.
- Ability to demonstrate strong customer service and interpersonal skills.
- Ability to work effectively with business and residential customers.
- Skill to communicate effectively, both orally and in writing.
- Ability to effectively plan and organize work.

Qualifications:

- High School diploma.
- Requires three (3) years of experience as a Service Order Coordinator, Administrative Assistant or similar position, specifically in the telecommunications industry. Any equivalent combination of training or experience that would enable the employee to satisfactorily perform and meet the duties required may be considered in meeting the stated minimum requirements.

WILL BE REQUIRED TO PASS A PRE-EMPLOYMENT DRUG TEST

CLOSING DATE: Open until filled

SUBMIT RESUMES/APPLICATIONS TO:

Native Technology Solutions
Human Resources Department
Box 5015
7065 W. Allison Road
Chandler, AZ 85226-5135

Native Technology Solutions is an EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Preference will be given to a qualified Community member, then a qualified Native American, then other qualified candidate.*

***NOTE:** Preference in filling vacancies is given to qualified Indian Candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473).

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