



JOB TITLE:	WEM Solutions Support Rep.
REPORTS TO:	Director, TOG Group
DIRECT REPORTS:	None
OVERVIEW:	<p>The WEM Solutions Support Rep. is responsible for managing all wireless accounts for TOG clients, with a primary goal of identifying opportunities for savings and optimization and also managing orders, portal setup and billing inquiries. WEMSS will also have responsibility for maintaining close communication with wireless suppliers, keeping abreast of changes in service plans and provisioning processes. WEMSS will work closely with our programming team, to drive functionality requirements, and any other team whose involvement is required to introduce, roll out and implement WEM solutions to BCM One Clients.</p>
RESPONSIBILITIES/DUTIES:	<ul style="list-style-type: none"> • Analyze, negotiate and implement services for clients • Coordinate the WEM new product build with all required development teams • Monitor market reception of current Sophia offerings and any emerging requirements for future Sophia offerings through ongoing communication and direct interface with existing and potential clients. <p>In addition, assist as needed with traditional Research & Implementation Support duties related to onboarding new Sophia customers, which duties may include but not be limited to:</p> <ul style="list-style-type: none"> ○ Scan received invoices ○ Save invoices to customer folders following proper file name saving process ○ Pull CSR where GUI is available ○ Request and obtain CSR directly from carrier when GUI not available (must maintain detailed, organized and up to date list in excel of status for each BTN – see “Invoices Received” template) ○ Create customer accounts in Sophia application (get direction from RIM on naming convention) ○ Update inventory as directed by RIM ○ Load invoices to Sophia within 3 days of receipt of EDI or flat file invoices and within 5 days of receipt for other invoices ○ Other tasks as required by the business
REQUIRED SKILLS:	<p>Wireless provisioning and billing experience. Working knowledge of Microsoft Office programs, especially Excel, Word and PowerPoint. Positive attitude, team player, committed to customer service, flexible, detail-oriented and highly organized. Telecommunications experience preferred but not required.</p>