

Administrative Manager

Crosstalk Solutions is a VoIP and Networking consulting company based in Eugene, Oregon, USA. We are most well known for our YouTube channel, Crosstalk Solutions where we do product reviews, and instructional videos on various technical topics.

We are in search of a full-time Administrative Manager. This will be a remote work from home position. The high-level view of this position is that we are seeking someone who is very well organized and detail oriented to be the traffic cop for requests that come in and out of the organization. Ensure that internal and external requests are directed to the correct resources, and that company tasks are flowing smoothly on a day-to-day basis.

Hire Date: Immediate / August 1st at the latest

Salary Range: \$18-24/hour full time employment (based on experience) + 401k matching + sales commission opportunities

Job Description: Full-time employment. This position starts with the following primary responsibilities:

- Monitor and maintain the Crosstalk ticketing system - we receive dozens of tickets per day consisting of questions from the general public, sales leads, and clients in need of Support assistance. Your duties will include going through all-new tickets/leads daily and passing them out to the appropriate technicians or responding to common questions with preconfigured processes. Additionally, you are responsible for following up on existing tickets to ensure that we are responding in a timely fashion and providing excellent customer service to our clients.
- Answer the phones - much like the ticketing system, many clients contact us via telephone. Your duties will include answering the phone during working hours and helping callers get the assistance they need.
- Invoicing/ordering - processing customer orders through our various vendors. This includes following up with tracking numbers, and processing RMA's when needed.
- Assist technicians with customer follow-ups and other requests as needed.
- Special Projects - Special projects are unique and ongoing. Some examples of these projects might be: Auditing customer accounts and double-checking their banked support time or customizing our Zoho suite of products to make the company workflow better, or troubleshooting Zoho workflows.
- Project coordination - you will help coordinate customer and internal projects. This may consist of making orders, setting up meetings, gathering customer information, etc... for our consultants and technicians.

These duties are just the beginning of what is possible. In addition to the above, there are numerous opportunities to grow and learn VoIP and networking technologies. The job becomes what you make of it - and gives you the opportunity to make yourself an integral part of the Crosstalk Solutions team. There are also commissionable sales opportunities in addition to salary.

Requirements:

- You should be very detail oriented and well organized, especially when communicating with customers and internal employees. We handle multiple hundreds of tickets and requests per week, and we can not let any issues fall through the cracks.
- You should have a passion for technology and computers, and should start with a good working knowledge of the basics of IT. For instance, when a ticket comes in, you will need to be able to quickly identify if it relates to Voice over IP / Phone Systems or Networking / PTP / PTMP projects so that you are able to assign it out to the appropriate technician.
- You should have excellent written and verbal communication skills. Speaking with customers and responding to emails requires clear, concise, and effective communication in order to provide the very best customer service possible.
- (Preferred but not required) Experience with Zoho One or the Zoho suite of apps, specifically CRM, Desk, Books, and Inventory (these are the main apps we work with day to day).
- Ability to adapt and improve - we will have all of the tools available to perform the job duties described, however if you see opportunities for improvement, enhancement, or streamlining of existing processes and procedures, we expect you to bring those ideas to the table.

Details:

- Normal business hours are 8am-5pm Pacific time, however, an East Coast-based technical assistant will likely start at 7am Pacific time.
- Applicants must be based in the US and have access to stable reliable high-speed Internet as well as a laptop or desktop computer.
- The right candidate for the position can be geographically located anywhere in the US, however candidates local to Crosstalk Solutions will have preference.
- Applicants must be eligible to work a full-time position in the US.

To Apply:

Send your current resume as well as a written explanation of why you believe you are a good candidate for this position to info@crosstalksolutions.com.