VERIZON

Special Published Vacancy

POSTING START DATE:	Dec 17, 2025
RESPOND BY DATE:	Dec 30, 2025
COMPANY:	9012 Verizon Services Corp. BC
TITLE:	Representative
JOB OPENING NUMBER:	R-1088994 (5 Opening(s))
UNION:	158 - IBEW 2213 NY Commercial (Collective Bargaining Agreement) Local 2213
DEPARTMENT:	AVW1 NER SALES CSSC (AVW1)
LOCATION:	65 Franklin St Buffalo, NY 14202
DESCRIPTION:	37.5 Hours Per Week
SHIFT:	Regular Full time
TOP PAY:	$1769.50
MANAGER:	Dawn Mcgahey Manager's Phone#: +1 (716) 8649970
Test Requirements:	SACS HTML Results

ADDITIONAL INFORMATION:

Summary

Depending on the department, Representatives may perform any of the following functions: Representatives are in a direct customer contact position responsible for answering customer questions, handling requests for service, and resolving customer problems in a prompt, courteous and accurate manner. Representatives are required to sell Verizon products and services to meet set sales objectives. They are responsible for identifying customer needs, determining which products would benefit them and recommending services that provide value. Representatives work at a desk and use a computer terminal to input orders, as well as to retrieve, update and create customers' billing, payment and service records while simultaneously negotiating with customers. Some offices may require face-to-face customer contact. Or A Representative talks with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work, paper work and keyboarding are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments and do collection work during a designated period where the working environment is quickly paced. Or A representative negotiates with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work and paper work are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments ad do off-line work (ex, collections, orders, etc) during a designated period where the working environment is quickly passed. Representatives receive incoming calls via a call distributor system, which requires adherence to designated schedules for availability purposes.

General Duties

Duties include, but are not limited to, the following:
A. Handles requests from existing or new customers for installation, disconnection, or changes of telephone systems and services.
B. Through the identification of customer needs and the recommendation of appropriate products and services, sells the company's products and services to meet or exceed corporate sales objectives. In some offices, representatives may be required to make outbound sales calls.
C. Adheres to structure sales approaches scripted for each product/service on all inbound and outbound customer contacts.
D. Represents Company policy to the public virtually all matters and follows Corporate adherence to FCC and Regulatory guidelines.
E. Discusses, investigates and resolves local, regional, and long distance billing inquiries, as well as other inquires and complaints regarding customers' service, billing, rates, adjustments, policies, etc.
F. Operates a computer terminal, including accessing multiple systems to establish update, and retrieve customer service data while simultaneously negotiating with customer and/or company employees.
G. Responsible for accurately computing and quoting service, connection and installation charges as well as adjustments, balances and rates to the customer.
H. Handles large volumes of detailed work requiring accurate documentation such as inputting orders and making bill notations while communicating with customers and company employees.
I. Obtains, assesses and establishes customer credit information. Decides on appropriate collection action to be taken. Makes judgement on customer requests for extension time and amounts to pay on bills.
J. Meets or exceeds deadlines that satisfy customer requirements in a prompt, accurate and pleasant manner.
K. Subject to numerous measurements, objectives and standards relating to performance and accuracy.
L. Works at a workstation equipped with a video display or computer terminal in a semi-enclosed office area with others doing the same type of work.
M. May be confined to work station using a video display or computer terminal for extended periods of time.

Notes:

You may submit one bid for each vacancy.

To apply, access V Team Central, Powered by Workday:
Log into Inside Verizon by visiting https://inside.verizon.com then select: For Me -> V Team Central -> Jobs Hub.
The following article will step you through how to connect to the Verizon network using Pulse Secure or Ivanti Secure Access Client when not in the office: https://atyourservice.verizon.com/ays?id=ays_kb_article&number=KB0026250

N. Spends long periods of time communicating with customers and others by telephone.
O. Generally wears a headset for extended periods of time.
P. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications
A. Tests - Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
B. Normal Medical Department authorization for this job except if previously taken and is still considered valid.
C. Previous experience with public contact work e.g., complaint handling, sales, and collection work.
D. May require bilingual skills at some locations.
E. Must have keyboard skills and basic computer knowledge.
F. Satisfactory performance rating in present job.
G. Satisfactory attendance/punctuality record in present job.
H. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work evenings, weekends, holidays, and overtime as the needs of the business necessitate. Employees may be required to work evening and night tours on a rotational basis, and may be required to work in 24-hour operation. Non-scheduled days will be required as needs of the business necessitate.

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COMPANY:	9012 Verizon Services Corp. BC
TITLE:	Representative
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UNION:	166 - CWA 1101 NY Commercial & HQ (Collective Bargaining Agreement) Local 1101
DEPARTMENT:	BBQ1 NEA SALES Retention Incrementa
LOCATION:	741 Zeckendorf Blvd Garden City, NY 11530
DESCRIPTION:	35 Hours Per Week
SHIFT:	Regular Full time
TOP PAY:	$1828.50
MANAGER:	Will Marulanda Manager's Phone#: +1 (347) 9888464
Test Requirements:	SACS HTML Results

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