

Manager BPO REQ#300638

Location: Sterling, VA

NeuStar's talented and diverse workforce combines deep subject matter expertise, broad industry knowledge and boundless ingenuity. Our employees are the reason why our company is quietly revolutionizing the way the world communicates. We believe in rewarding individuals for a job well done. This is one of the ways we attract and retain the most talented individuals. We offer our employees a highly competitive compensation package, and a very attractive benefits plan.

Job Purpose:

- Manage BPO operations for a key client.

Key Tasks:

- Manage day to day customer interaction, including customer escalations
 - ensure all BHN requests/queries re: order processing/day to day operations are addressed quickly and accurately
 - handle customer special projects and special requests
- Manage on-shore escalations and production support to meet key metrics
- Manage on-shore escalation group personnel
- Work with IT to resolve production issues and to continuously improve system performance
- Handle key losing LEC relationships, including those with large volumes and/or those requiring special handling
 - improve relationship with troublesome LECs and those requiring "special" handling
 - ensure there are no hostile LECs
 - support production turn up with new LECs
- Handle relationships with third party partners such as TSG and TNS to improve order processing.

Technical Skills:

- Telecom provisioning management experience for port ins, port outs, 911, DL and LIDB transactions.

Software Skills:

- Standard Microsoft tools
- Excel expertise important.

Education/Requirements:

- College degree
- Minimum 5 years management experience in a similar position.

NeuStar offers highly competitive wages and full benefits to all employees including, a matched 401(k), paid time off, full medical, vision and dental, tuition reimbursement, for details visit our website, www.neustar.biz.

Please e-mail your resume to recruitingone@neustar.biz and reference Manager BPO REQ#300638.

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