



Job Description

Job Title: Routing Administrator
FLSA Classification: Exempt
Department: Carrier Operations
Location: Palo Alto, CA
Reports to: Director Carrier Operations

Summary: Responsible for the administration of all activities relating to the forecasting and routing of all peered traffic and international termination traffic on the ooma network.

Essential Duties and Responsibilities:

(They include the following. Other duties may be assigned.)

- Assist in the planning and execution of targeted cumulative run rate savings objectives to reduce network expense.
- Analyze market intelligence to reduce costs and prioritize business partner strategies for revenue improvements.
- Negotiate rates with carriers and implement routing changes.
- Review accuracy of billing data to reduce line costs and dispute unrelated charges.
- Manage relationships with both customers and vendor.
- Support escalation to service partners when necessary.

Education and/or Experience:

Four year degree from college or technical school; or four to six years related experience and/or training; or equivalent combination of education and experience.

2+ years of experience with LERG database or other related telecom databases.

2+ years experience in Carrier/LEC billing reconciliation.

Skills:

Proficiency in Excel. MSAccess/SQL a plus

Experience with managing multiple projects desired.