
Job Description

Job Status: Permanent / Full-time
Title: HPBX Service Deliver Coordinator (SDC)
Reports to: Customer Operations Director
Location: Neptune, NJ

Position Overview: The HPBX Service Delivery Coordinator (SDC) is responsible for project planning, carrier order placement and quality assurance for all post-sales support to clients during the provisioning/Implementation process with respect to the HPBX, SIP and VOIP products. The HPBX SDC must ensure that the customers have a smooth transition from their current provider to Spectrotel. The HPBX SDC must possess a broad understanding of technical knowledge of analog, digital and VOIP voice services, while also being an effective project manager.

Essential Functions:

- Support the sales organization before and during implementation to ensure that client requirements are clear and expectations have been set appropriately.
- Coordinate multiple projects and manage multiple orders concurrently on a daily basis.
- Order processing for HPBX, SIP and VOIP products.
- Order processing for non-complex services utilizing both internal and carrier systems.
- Provide first call resolution ensuring customer requests, inquiries and concerns are processed and resolved in a timely and efficient manner.
- Create and assist in the HPBX design of auto attendants, features, functionality and call center software to ensure the effective use of our products features.
- Effectively communicate with customers, agents and vendors to progress the order or escalate, when required, in order to ensure that commitments/timelines are met.
- Ability to multi-task and utilize all resources and relationships to deliver and meet customer's expectations.
- Coordinate large project migrations for both non-complex and complex-services.
- Adherence to processes, policies and objectives related to the provisioning of HPBX and VOIP products, with an understanding of other Spectrotel products.
- Maintain a high degree of accuracy on all paperwork, call tracking tickets and work order system entries.

Education, Job Experience and/or Required Licenses:

- Post-secondary education in a related field or equivalent work experience
- Strong project management and organizational skills are essential
- Previous experience in the design and implementation of HPBX applications
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and verbal)
- Expert understanding of the following Internet Services and Protocols: T1, xDSL, ADSL, EOF, Cable.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The



We keep it simple. We make it personal.

Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.

Company Overview: For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.

To Apply Email: hr@spectrotel.com