

Job Description

Job Status: Permanent / Full-time
Title: Provisioner Level 1
Reports to: Director of Service Delivery
Location: Neptune, NJ

Position Overview: Entry-level Provisioner for non-facilities based Telecommunications provider. This individual should enjoy working multiple projects in a fast paced, team centric environment. Strong interpersonal and project management skills are required. The provisioner is responsible for project planning, carrier order completion, vendor management as well as quality assurance for all post-sales support to clients during the provisioning/implementation process. The Service Delivery Manager must ensure customers have a smooth transition from their current provider to Spectrotel.

Responsibilities and Functions:

- Provision/order processing of line conversions, installations, disconnects & changes.
- Update work queues and comment customer accounts.
- Coordinate large project migrations for both non-complex and complex services.
- Ability to manage a queue of 75 or more orders.
- Ability to navigate ordering systems for a number of different carriers.
- Ability to read and understand carrier records.
- Ability to read and understand carrier service orders.
- Understanding and application of Spectrotel products & business rules.
- Ability to solve order issues and handle escalations.

Other Duties:

- Perform any duties within the scope of Spectrotel's daily operations to serve the needs of the business as dictated by the Director/Manager.
- Perform other duties assigned by management.

Physical Requirements:

- Ability to use all electronic & mechanical office equipment & supplies.
- Ability to be seated and working on a computer terminal 2-3 hours at a time

Environment:

- Work in a climate controlled, fast paced environment

Education, Job Experience and/or Required Licenses:

- Post-secondary education in a related field or equivalent work experience preferred
- Strong project management and organizational skills are essential
- Previous experience telecommunication provisioning preferred but not required

- Have a working knowledge of MS Outlook, MS Excel & MS Word.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and verbal)

Special Requirements:

- Work overtime as requested by management to maintain efficiency & production.
- Organization, problem solving, communication and project management skills.

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

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 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.