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## Job Description

**Job Status:** Permanent / Full-time  
**Title:** Service Delivery Manager  
**Reports to:** Director of Service Delivery  
**Location:** Neptune, NJ

**Position Overview:** The Service Delivery Manager (SDM) is responsible managing the service delivery platform which includes planning projects and designing and implementing carrier order placement and quality assurance protocols for all assigned customer order requests. The SDM is responsible for designing, implementing and managing large work orders including those spanning multiple locations and product types.

### Responsibilities and Functions:

- Develop and manage order processing for non-complex services utilizing both internal systems and carrier GUI's (POTS & Centrex)
- Project management and order processing for complex services (i.e. PRI, T1, Point to Point, EOC, EOF, Fiber - EPL, and MPLS).
- Formulate systems and processes to address toll free, Long Distance Service, and Voicemail order processing.
- Manage HPBX and SIP Trunk order processing
- Coordinate and manage large project migrations for both non-complex and complex services.
- Manage an order queue of 50+ orders
- Develop systems and processes to comprehend and analyze carrier records and service orders
- Assist in developing and improving Spectrotel products & Business Rules

### Desired Skills & Experience:

- Have a working knowledge of MS Outlook, MS Excel & MS Word.
- Ability to work with a high level of autonomy in job responsibilities
- Display strong organizational and analytical and problem solving skills
- A strong and professional communicator
- Creative and adaptive to ever changing demands with the Service Delivery platform

### Education, Job Experience and/or Required Licenses:

High School diploma 2+ years of work experience in order processing of telecom services

**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



We keep it simple. We make it personal.

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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](mailto: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.