

## JOB DESCRIPTION

**Job Status:** Permanent / Full Time

**Title:** Service Delivery Supervisor

**Reports to:** Director of Service Delivery

**Position Overview:** Responsible for planning and directing the work of the provisioning team. Teams may be responsible for designing, testing, grooming, and/or installing various types of services on improving the overall customer experience. This Supervisory position provides leadership, technical and operational direction, and quality assurance for every aspect of the workflow by providing tactical direction for all facets of the process. Ensures that daily operations and initiatives are understood and work assignments are completed. Accountable for ensuring that teams results meet or exceed all service levels including on-time performance for customer and carrier orders and meeting all quality standards and policies set forth by Management. Supervisors at this level are typically responsible for managing larger teams, more complex customer solutions and/or larger bandwidths, and/or projects with more complexity. The highest level supervised are senior level individual contributors.

### Essential Functions:

- Provides oversight and is accountable for changes and/or installations related to network or customer service by managing a provisioning team that is responsible for some or all of the following: Order Commitment (FOC) turnaround and/or circuit install, test vendor coordination, and/or grooms activities. Manages daily workload through effective prioritization and communication.
- Builds a high performance team; assists in hiring and retaining the right talent in the right roles; sets goals, delegates work, holds reports accountable; develops and empowers direct reports to make decisions and take action. Demonstrates Company's values, maintains a positive open demeanor, encourages different points of view, moves team forward through change; provides timely information; communicates context for business decisions; recognizes accomplishments; fosters teamwork and collaboration.
- Responsible for meeting team annual performance objectives relative to speed, quality, throughput, and accuracy. May conduct periodic internal user management meetings to ensure service levels and project deliverables are met.
- Responsible for full order jeopardy ownership, including jeopardy rate and mean time to repair jeopardy situations. Drives both internal and external escalations as needed to achieve results, serving as a liaison and 2nd point of escalation for customer or internal orders. Works with peer organizations to produce a seamless service delivery team. Ensures timely and effective communication with customers, vendors, sales, and/or peer organizations.
- Responsible for effectively and accurately communicating order status, escalations, operational reviews, and tactical initiatives.
- Leverages relationships with partners to enhance service delivery and the overall customer experience.

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## Other Duties:

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

## Knowledge, Skills or Abilities

- Experience managing escalations with minimal senior management intervention required.
- Ability to adapt to a dynamic, fast-paced and ever-changing environment.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and oral)
- Strong analytical, project management and organizational skills.
- Business process experience preferred.
- High integrity and strong business ethics.
- Team player with a great passion to succeed.
- Knowledge and proficiency in PC applications including Microsoft Outlook, Word, Excel and Powerpoint
- Team is responsible for reviewing new sales orders and conducting client interviews to fill in missing technical details needed to complete delivery of ordered service.
- Excellent customer service and soft skills as the team directly interacts with customers to collect technical order details on a daily basis
- Post-secondary education in a related field or equivalent work experience
- Previous experience in an environment that implements VOIP, SIP, Data Services and Hosted PBX necessary.
- Understanding of network architecture and infrastructure including associated equipment and functions.

## Special Requirements:

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

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.