



Service Delivery Manager – Access

About Spectrotel

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately-held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves and digging in and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

About Your Role:

Responsible for delivery of customer orders over several carrier networks and product combinations. This position is technical and operational in nature and requires quality assurance for every aspect of the workflow. The candidate is expected to 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. This position also includes more complex customer solutions and/or larger bandwidths.

Responsibilities include but are not limited to:

- Is responsible for some or all of the following: Order Commitment (FOC) turnaround and/or confirming circuit install by the carrier, some equipment configuration, vendor coordination, and project status communication.
- Is responsible for reviewing new sales orders and conducting client interviews to fill in missing technical details needed to complete delivery of ordered service.
- Manages daily workload through effective prioritization and communication.
- Drives both internal and external escalations as needed to achieve results, serving as a liaison for customer or carrier orders. Works with peer organizations to produce a seamless service delivery process. Interface with other departments and management on issues.
- Ensures timely and effective communication with customers, vendors, sales, and/or peer organizations.
- Responsible for effectively and accurately communicating order status and able to organize and manage large project installations.
- Leverages relationships with partners to enhance service delivery and the overall customer experience.



Qualifications:

- Previous experience in VOIP, SIP, and or data provisioning required. Knowledge of LNP practices and ability to read carrier records.
- Understanding of network architecture and infrastructure including associated equipment and functions.
- Internet, such as Internet addressing, routing, and low-level protocols.
- Experience managing escalations with minimal management intervention required.
- Ability to adapt to a dynamic, fast-paced, and ever-changing environment.
- Excellent interpersonal, verbal, and written communication.
- Strong analytical, problem-solving skills, project management and organizational skills.
- High integrity and strong business ethics.
- Team player with a great passion to succeed.
- Knowledge and proficiency in PC applications including Microsoft Office.
- Excellent customer service and soft skills as the team directly interacts with customers.
- Post-secondary education in a related field or equivalent work experience a plus.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and oral)

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.