



## Job Description

**Job Title:** Professional Services Manager: Strategic Accounts

**Department/Division:** Client Services/Connectivity

**Reports To:** Director of Connectivity

### **Job Summary:**

Work collaboratively with the Director of Connectivity, sales organization and team leads to provide leadership, direction and results within assigned work request buckets. Responsible for providing support to Carrier Access, Inc.'s clients by working in parallel with sales and order implementation teams for complex communication product solutions (data, voice, IP, etc.). This position will serve as a primary interface with both internal and external clients. Through these interactions the Professional Services Manager will establish and maintain open communication paths, define expectations, and follow and develop processes for clear and accurate opportunity and order requests. Primary goal is to ensure a complete solution has been provided to the client and identify exceptions to normal service delivery process.

### **Responsibilities:**

- Works as a team with the internal service organization to create a great client experience. Partners with Sales, Service and Support personnel to strategically support Carrier Access, Inc. Accounts.
- Assists with the product/solution design and provide direction and validation on complex services.
- Serves as escalation point to act as client liaison to service providers in managing installation projects for various services. Order type assignments vary and range from simple to complex level designed services. (Local, Long Distance, Internet, WAN, SIP, MOE, Wave, Hosted, Cloud, Datacenter, IT)
- Assists in development and implementation of unified Carrier Access, Inc. internal processes which will complement and adhere to provider's provisioning guidelines for order-type submission.
- Assists in development and implementation of service delivery processes for Carrier Access service offerings.
- Leads, facilitates, and records agenda notes for all required internal team meetings and assigned escalation cases.

- Works with other team members, client and/or client-provided vendor contacts to coordinate installations of services sold. This may include activation assistance outside of normal business hours.
- Ensures tracking of all documentation and communications run through Carrier Access, Inc.'s internal database.
- Serves as an answer point for Support Desk and Sales as needed pre- and post-project implementation.
- Performs additional tasks as needed and/or serves as a resource to all Carrier Access Teams that are working collaboratively to provide clients with solutions.

**Desired Qualifications/Skills:**

- College degree (2 or 4 years) preferred with a degree and/or coursework in project management, communications and /or business administration.
- Approximately 7+ years of prior telecommunications experience and/or project management experience.
- Proven experience leading teams and directing their work flow functions.
- Knowledge of phone system features, configuration and implementation best practices.
- Strong knowledge of a variety of IT/telecom service concepts, practices, and best procedures preferred.
- Exceptional customer service orientation
- Strong organization skills to facilitate timely and thorough follow up on all client issues to completion.
- Excellent verbal and written communication skills.
- Ability to problem-solve and think outside of the box to meet company expectations.
- Ability to thrive in a fast paced, multi-tasked environment.
- Ability to prioritize tasks and display excellent time management skills.
- Ability to lead and direct the work of others.