



Job Description

Job Title: Service Delivery Manager

Department/Division: Client Services/Connectivity

Reports To: Connectivity Services Team Lead

Job Summary:

Work collaboratively with the sales organization to provide leadership and direction on all assigned projects. Manage service provider's order implementation processes by serving as the client main point of contact from provisioning through client acceptance. Champion the "Client First" mentality: Setting transparent expectations with involved parties to ensure milestones and deliverables are met using proactive communications. The level of position responsibilities and expectations are based upon industry/project management experience.

Responsibilities:

- 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)
- Follow all Carrier Access, Inc. internal processes and adhere to service provider's provisioning guidelines for order-type submission in order to provide accurate and timely communications.
- Project manage internal technology service requests for Phone System installations and Managed IT/Desktop services (Hosted and Premise Base).
- Lead, facilitate, and record agenda notes for required internal order review calls, client welcome calls and all project update calls.
- Work with client and client-provided vendor contacts to coordinate installation of sold provider services. This may include activation assistance outside of normal business hours.
- Track all documentation and communications through Carrier Access, Inc.'s internal database.
- Provide assistance as requested for presales opportunity requests on funding, special pricing, complex contracts, or special qualification requirements.
- Serve as an answer point for Support Desk and Sales as needed pre- and post-project implementation.
- Perform additional tasks or serve as a resource to all Carrier Access Teams that are working together to provide our client 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 3+ years of prior telecommunications experience and/or project management experience.
- Knowledge of phone system features, configuration and implementation best practices. (Preferred Avaya platforms)
- Knowledge of a variety of IT/telecom service concepts, practices, and procedures preferred.
- Exceptional customer service orientation
- Ability to complete accurate and timely submissions of all required paperwork and system documentation associated with customer activity.
- 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.