



## JOB DESCRIPTION

**Job Title:** Circuit Specialist / Project Coordinator

**Department:** Operations

**Reports To:** Operation Support Manager

**FLSA Status:** Exempt

**Represented by the Association:** No

**Job Summary:** This position is a dual position which requests quotes, determines availability, orders, receives and reconciles statements for end user and transport circuits provided by 3<sup>rd</sup> party service providers. In addition, this position will complete job packets created by sales, ensure accuracy, write service orders and coordinate internal steps necessary to provide all voice/data products and services sold to new and existing customers; also coordinate move, adds and changes, and lend pre-sales support to the sales staff at their request. T

### Essential Job Duties and Responsibilities:

- Determines availability, requests price quotes, orders and schedules delivery of end user and transport circuits necessary to fulfill customer service orders from various 3<sup>rd</sup> party service providers where our facilities are not available.
- Manage 3<sup>rd</sup> party contracts dates.
- Monitor current 3<sup>rd</sup> party circuits to ensure correct solution is being utilized.
- Respond to CSR (Customer Service Record) requests.
- Maintains an accurate database of off-net circuits for reconciliation of 3<sup>rd</sup> party billing statements and works with Venders to reconcile discrepancies.
- Monitors progress on acceptance of orders, timely delivery of circuits, takes appropriate action to insure deadlines are met and provides updates on delivery status of circuits to Project Coordinators and others as required.
- Responsible for the overall management of new client implementations for all retail product lines sold by the sales staff, this includes coordinating all internal steps, including service order entry. Coordinate and be point of contact for each assigned project with internal departments, customers, and vendors to insure successful and timely client installations and training; this includes working with all internal customers and departments. Sales, Resource Group, Circuit Coordinator, Line Assignment, IT Group, Central Office, Engineering, Purchasing and Customer Operations to ensure a positive customer experience
- Internally coordinate all moves, adds and changes – ensure customer commitments are met. Follow up with the warehouse on equipment needed to complete job packets; oversee requests related to customer implementation to ensure all needs are met and the customer is kept informed.
- As requested, may support the sales team with requested implementation research, including working with other departments, understanding the technical requirements, and bringing required approved components together.

### Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.
- Participate in process improvements while keeping existing documentation current

**Knowledge, Skills, and Abilities:**

- Knowledge of:
  - company policies, procedures, products and services.
  - general office practices and procedures.
  - professional telephone skills.
  - time management and organizational skills.
  
- Skill to:
  - gather and report numerical data and produce statistical reports.
  - operate various office equipment such as a computer, computer software, copy machine, fax machine and multi-line telephone.
  
- Ability to:
  - work independently and within a team.
  - think analytically and be a problem solver.
  - pay close attention to detail.
  - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
  - work effectively with the entire Blackfoot team to ensure customer expectations are met and exceeded at all times.
  - work completely and accurately under time constraints and deadlines.
  - multi-task and overcome regular interruptions.
  - provide excellent customer service.
  - work in a safe and effective manner.

**Education and Experience:**

*Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:*

Associates/Bachelor’s Degree, with 1 year training/education/experience in the telecommunications industry or experience in another related field that requires requesting quotes, determining availability, ordering and tracking of services or goods from vendors to fulfill customer expectations and reconciliation of invoices/statements to insure billing accuracy.

**Physical and Other Requirements:**

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Additional Information:**

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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Employee Acknowledgement

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Date

Effective Date: March 31, 2017