

## **JOB DESCRIPTION**

### **Service Delivery and Provisioning Co-ordinator**



#### **Company Background**

Onwave are a managed service provider focused on delivering WAN connectivity services within the B2B sector. Onwave provides a unique and affordable blend of business solutions ranging from cellular based connectivity through to Fibre and fixed line. The USP for Onwave is rapid delivery of increased Bandwidth to end customers by combining traditional fixed line solutions such as ADSL, Fibre, Ethernet with more mobile technologies such as 3/4G and satellite. Our unique solutions mean Onwave will deliver flexible and high speed solutions anywhere in UK and Europe.

#### **Objective of Role**

To assist in the administration of customer accounts from provisioning of lines and services to monthly billing of the customer.

#### **Main Duties**

1. To co-ordinate customer order forms and deployment of services
2. To provision and manage requests for fixed line, satellite and other services from order through to completion
3. Liaise with customers to organise mutually suitable deployment dates and times
4. Monitor deployments and update billing system to initiate customer billing cycle
5. Carry out customer billing tasks as allocated from the billing team
6. Administration of any customer queries in relation to orders and billing and updating the CRM with records of communications with customers
7. To be the first point of contact for calls into the provisioning and billing team
8. Office co-ordinator for the newly acquired head office
9. Stock control back up when stock controller is on leave

#### **Responsibilities**

1. To deal quickly and effectively with customer enquiries
2. To follow the set procedures when managing tasks as instructed by management
3. To ensure orders allocated are picked up the same day
4. To escalate certain issues to management for support and guidance when required
5. To ensure that customers are continually informed of order status and that customers are managed in a proactive manner
6. To ensure all assigned tasks are up to date with relevant due dates and statuses

### Experience and Abilities

1. Experience in the provisioning of fixed line broadband services and managing customer orders an advantage but not essential
2. The ability to recognise issues that require escalation to management or suppliers when processes are failing to deliver
3. Good knowledge of Microsoft Office programs essential
4. Ability to manage customer relationships effectively and efficiently
5. The ability to cope under pressure and prioritise workload whilst working in an organised fashion within current processes
6. The ability to communicate sympathetically and professionally at all levels, with colleagues, customers and suppliers alike, both in writing, on the telephone and face to face, is essential.
7. Confident telephone manner
8. Keen eye for detail