

PREPARED by: KATIE ROCHESTER

micron communications limited

unit 3b coldharbour business park sherborne dorset dt9 4jw

Job description

Provisioning Coordinator

Version 1.1

December 5, 2023

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| **Title:** | Provisioning Coordinator |
| **Reports to**: | Project Assistant |
| **Escalation:** | Head of Projects |

## PURPOSE OF JOB ROLE:

You will be responsible for the provisioning coordination for telecoms, connectivity, WIFI and IT services within the Projects team. Liaising with key suppliers, internal teams and customers through all stages of the delivery process ensuring customer journey milestones are achieved. You will keep customers and internal teams fully informed of any timelines, delivery dates, change, queries or delays.

You will assist and support members of the project team with ad-hoc tasks.

KEY ACCOUNTABILITIES

Below, is a list of activities / duties generally involved in the role. The list is non exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

* Coordinating and documenting the onboarding of new customers, upgrades and maintaining effective services with customers.
* Placement of OPEX products on supplier portals, keeping the billing platform reconciled by accurately inputting order details onto all systems.
* Working closely with engineers to ensure work is scheduled accordingly, timely and accurate notes are updated on the system and tasks allocated are completed on time.
* Liaising with relevant teams to deliver products and services as agreed with the customer, meeting the agreed customer journey milestones.
* Keeping the customer up to date at all times to help support an excellent customer experience.
* Ensuring that all relevant information and updates are accurately documented in Salesforce.

QUALIFICATIONS & EXPERIENCE

* Minimum 2 years’ experience in an office / coordinator role.
* Telecoms industry experience advantage but not essential.
* Good knowledge and use of Microsoft office.
* Customer service experience.

SKILLS & BEHAVIOURS

* Excellent customer service and communication skills.
* Exceptional organisation and planning skills with a proven track record to coordinate multiple projects at the same time with competing deadlines.
* A thorough and organised approach with a high attention to detail and a drive to produce high quality work.
* Proactive & self-motivated with a willingness to learn and take on new challenges.
* Ability to work independently and to take responsibility, seeking advice and support where necessary.
* Supportive and helpful team member with great interpersonal skills to build strong cross departmental relationships.
* Ability to work with a range of internal and external people.
* Excellent time management skills.
* Flexible approach with a ‘can-do’ attitude.

TRAINING

We will support individuals to maintain their technical knowledge required for them to fulfil the requirements of their role, this will be a combination of internal training, suppliers training and the scope to include professional training courses subject to approval / budget.

Training needs will be identified through 1 to 1’s, annual reviews and development plans, this is not limited to technical knowledge it will include; customer service, soft skills and managerial, these will be discussed and agreed with the Directors and HR.

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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HOD / HR signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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