



## **Management / Professional Job Description**

Job Title: Service Delivery Coordinator ((SDC))  
Classification: Full-time/Non-exempt  
Department: Sales  
Job Reports To: Vice President- Business Development

### **Job Summary**

The position of Service Delivery Coordinator is responsible for sales, service and billing function for iRIS Network business customers. Sales department (pre and post-sales processing) Assisting the Carrier Service Manager to ensure successful delivery of client requirement. This position will enter and retrieve information contained in computer databases providing support including: typing, filing, data/order-entry, faxing, copying, creating, corresponding and maintaining all documentation for the Sales department. In addition to Sales order management- special assignments may include: report production, data analysis, investigative work, as well as serving as a liaison between sales and engineering providing administrative support. Various tasks and other responsibilities as required.

### **Essential Job Requirements**

1. Sales network provisioning experience.
2. Working knowledge of applicable processes and systems associated with RFPs, contracts, billing and vendor contracts.
3. Advanced knowledge of MS Office suite.
4. SOT System (Service Order Tracking)
5. Status customer and originator with any changes or updates.
6. Works with customers, sales team members, and other internal organization as necessary to satisfy the customer's needs.
7. Track service request from the receipt through the completion, update the records database and verifies the accuracy of the billing record and charges.
8. Ensure customer requirements are met on each product/service delivered.
9. Process, data enter and secure services for jobs and request utilizing proprietary software with the appropriate level of detail and accuracy.
10. Mandatory overtime can occur, sometimes with short notice, and is based on volume and the need of the business.

### **Supervisory Responsibilities**

1. No supervisory responsibilities.

### **Nonessential Job Requirements**

1. Perform other duties as required.

### **Knowledge, Skills and Abilities**

1. Bachelor's Degree or High school diploma and 3-5 years of telecom experience.
2. Basic telephony background and knowledge of sales provisioning processes.
3. Must possess excellent technical communication skills, including the ability to efficiently and effectively articulate complex technical information.
4. Must have the ability to solve problems with patience and a positive approach.
5. Must be a self-motivated learner and be able to work independently without supervision.
6. Must be able to respond timely to both internal and external customers, providing excellent customer service.
7. Must possess solid organizational and time management skills.
8. Must have excellent interpersonal skills.
9. Proven analytical, evaluative, and problem-solving abilities.
10. Ability to effectively prioritize and execute tasks in a high-pressure environment.
11. Experience working in a team-oriented, collaborative environment.

### **Physical and Mental Demands**

1. Must be able to sit extended periods of time (66-100%), and stand and walk frequently (33-65%).
2. Must have dexterity of hands and fingers to operate computer keyboard, mouse, and to handle other computer components frequently.
3. Must be able to see, listen, and communicate effectively to perform job.

### **Equipment Used**

1. Office equipment such as a telephone, computer, copier, printer, and fax machine.

### **Working Environment and Hazards**

1. Works primarily in an office environment.

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*