



Speedster IT Ltd
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Provisioning Coordinator

As a Customer Provisioning Coordinator you will be looking after solutions, business internet and phone for our business customers. In this role you will ensure all orders and requests progress through and work with project teams to make sure this is a smooth transaction.

What will I be doing?

You will be responsible for the provisioning of business solutions, new business customer orders ensuring that timescales and customer requirements are met.

- In this role you'll raise and enter orders onto appropriate systems triggering the necessary arrangements for provision, delivery, installation or directory entry and billing
- You will need to liaise and drive engineering and third party suppliers to ensure appointments and milestones are coordinated and meet customer requirements.
- You will record all orders onto the operational database, ensuring all data is accurate, updated and maintained and can be extracted for management and operational reporting
- The Customer Provisioning Coordinator plans and manages their own workload by reviewing and prioritising tasks in order to maintain efficiency and high levels of customer satisfaction

Essential:

Excellent written & verbal communication skills

Excellent Interpersonal skills

Computer literate with experience of Microsoft Office suite

Thorough and accurate approach to work



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Flexible enough to meet the demands of a growing, fast-changing environment.

Tenacious, with the commitment to see a project through to completion

A customer centric approach to work is a must in this role

Previous experience of order processing and management activities

Desirable:

Previous experience within the telecommunications and IT services industry

Previous experience in a similar B2B role

Aptitude:

Speedster-IT are looking for an outgoing and sociable individual who is up to the challenge of working under pressure in a demanding but rewarding environment. They need to be a flexible team player who is also capable of working under their own initiative and who will make a fresh and positive contribution to the support team. Proven communication and inter-personal skills, the ability to take ownership of problems and a desire to learn and develop skills using their own initiative are required.