

Project Manager

Position Overview

The primary role of the Project Manager is to manage and support Pownet and its subsidiaries and their customers. The PM is responsible for all service management and support. Involved in pre-sales consultations, presentations, filling-out of paperwork, training on paperwork, price negotiating and closings. The PM is responsible for provisioning, project managing all their own orders. The PM will own an entire order from start to finish, and will be the main point of contact throughout the order cycle. The PM will also assist the VP, Service Management with training of new hires, new agents and new sales representatives.

Essential Duties and Responsibilities

Support and promote the mission, values and principles of Pownet and Maxis 360.

- Manage and support the agent/customer relationship and delivery of services to help grow, protect, and maintain the existing revenue base.
 - Extensive product knowledge
 - Equipment capabilities
 - Quoting
 - Training
 - Provisioning
- Project manages the lifecycle delivery of all services from submission to implementation.
 - Order validation for configuration and pricing
 - Manage carrier service delivery to ensure all provisioning requirements are met
 - Maintain communication with both agent, sales rep and customer throughout implementation of services and equipment.
 - Implementation and billing verification
 - Work with departments on ensuring everything is satisfactory
- Responsible for identifying new sales opportunities and retention strategies for existing customer base
- Responsible for revenue assurance through cost and service audits
- Assist customer/carrier with billing disputes which may require CDR analysis
- Training and Development
 - Assist internal departments with product development of services
 - Assist in training peers on new service offerings
 - Assist with the provisioning requirements of Pownet's and Maxis 360's internal network needs.
 - Assist Director, Service Management on process documentation and maintaining Carrier Relations
 - Create internal processes and procedures to benefit the department
- Provide Quarterly Service reviews that consist of a complete "read out" of the customer's account and activity.
- All other duties as assigned.
- Has a working knowledge and understanding of Pownet products and services, as well as processes and procedures.

Education, Experience and Skill Requirements

- Bachelor Degree preferred.
- One year applicable experience in a sales and/or support (customer facing) role in the telecom industry.
- 5 plus years' experience engaging with multiple levels of management both internally and externally.
- Requires minimal assistance or guidance from management as well as peers.
- Must be able to perform effectively without direct supervision.
- May require turn-up times outside of regular business hours

- Requires regular monitoring of Service Management email distribution

Working Conditions

The duties of this position are typically performed in an office setting with normal ranges of temperature and a moderate to high level of office background noise. The majority of duties are performed while sitting at a desk. Communication typically occurs through IM interaction, as well as via e-mail, telephone and written correspondence. Some travel is required. This job also requires the ability to use other office equipment such as copier, fax machine, etc. In order to perform this job you must possess the following physical abilities:

- occasionally travel to meetings throughout the office and at other company office sites and client locations;
- frequently sit at a desk;
- frequently use hand/finger dexterity and hand/eye coordination to operate computer, telephone and other office equipment;
- frequent to constant repetitive key stroking while using computers;
- frequently listen and talk to customers on the telephone;
- frequently communicate verbally and in writing with customers, vendors, co-workers and supervisors;
- frequently use organizational, analytical and problem solving skills to manage high level of information and projects with varying degrees of priority, collect and research data, identify relationships and dependencies, summarize data and findings, resolve problems and generate reports;
- frequently use color vision and depth perception to navigate through a variety of computer programs;
- constantly work in a team environment, effectively and efficiently achieving goals, improving processes and resolving problems; and
- occasionally work in excess of 40 hours per workweek, including night shift hours.

Other Physical Abilities

Occasionally lift more than 10 lbs., occasionally reach overhead, frequently bend, stoop, twist, push and pull, frequently climb ladders, etc.

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