



Position: Service Delivery Coordinator

Sales Department

Location: Downtown Nashville, TN

Job Summary:

The Service Delivery Coordinator is responsible for sales, service, project specific management and billing functions for iRIS Networks business customers. The successful applicant will manage, within the sales department, the pre-sales and post-sales order processes. They will assist the Carrier Service Manager to ensure successful delivery of new client orders and services. This person will enter and retrieve information contained in computer databases providing sales process support including, but not limited to, 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, but are not limited to, report production, data analysis, investigative work, as well as serving as a liaison between sales, finance, operations, and engineering, thus providing project specific administrative support.

Requirements:

A Bachelor's Degree (Business Administration or similar discipline) or High school diploma with 3 to 5 years of telecom experience is required for consideration. A basic broadband or telephony background, and knowledge of internet sales provisioning processes are considered a plus for this role. The candidate must have excellent technical, written and oral communication skills, including the ability to efficiently articulate complex technical information to customers and internal departments.

The successful candidate must effectively prioritize and execute tasks in a high-pressure environment.

The applicant should have experience working in a team-oriented, collaborative environment.

Please send resumes to iRishr@iristransport.com