

Position Title:	Provisioning & Assignment Specialist
Department:	Service Delivery
Reports To:	Service Delivery Supervisor
FLSA Status:	Non-Exempt

General Summary:

Provisioning & Assignment Specialists are responsible for ordering/disconnecting various circuits and services to fulfill customer orders. Perform these functions through the extensive use of third-party portals, order forms, web mails or any other method determined by the third-party provider. Responsible for coordinating the delivery of these circuits and services with the customer and all internal departments. Practice great attention to detail in their ordering and communication skills and must be able to coordinate multiple orders at a time successfully. Provisioning & Assignment Specialists assign plant facilities to all service orders and ensures accuracy of plant records for service orders and recons. Fulfills reassignment requests from the field to resolve troubles. Maintains plant facilities in Billing System for ILEC and CLEC customers. Coordinates support with OSP ENG and NET ENG as required.

Essential Job Functions:

- Responsible for the accurate and timely processing of orders for circuits, ports, coordinated hot cuts, resale migrations/changes, SIP, Hosted PBX, directory listings, toll-free numbers, account codes, and conference calling.
- Utilizes various third-party web-based interfaces for order placement, tracking, and communication purposes. Serves as Provisioning contact between our Company and other external carriers/vendors for service delivery and provisioning.
- Utilizes various web mails to monitor and respond to external requests from other carriers and interdepartmental requests.
- Responsible for the successful coordination and scheduling of premise visits and the install of services between Customer, third party vendors, and internal departments
- Responsible for scheduling and updating the progress of the order within billing/service order system and for providing timely and professional notification to Customers, Sales, Sales Agents, and other groups as needed.
- Monitors the progress of third party and internal orders, and escalates, as required, to appropriate levels of management within necessary department(s), to ensure the timely delivery of services and customer satisfaction.
- Coordinates with other departments in a collaborative effort to support the customer.
- Safely performs all necessary job functions.
- Assigns plant facilities to service orders and ensures accuracy of plant records for service orders and recons.
- Establishes outside plant assignments for service orders with necessary information for plant personnel to locate and properly install plant and equipment. Updates plant records after work is complete to ensure records accuracy.
- Coordinates support with OSP ENG and NET ENG as needed in service orders.
- Fulfills reassignment requests from the field to resolve troubles.
- Utilizes Plant Gate to track DT, SDT, DSL & Ckt removals. As well as maintain Notes against pending service orders, trouble tickets & recons.
- Establishes, updates, and maintains documentation for assignment operations.
- Ensures records are updated for recon requests from NET ENG, NOC3 & ILEC Engineers/Team Leads once completed.
- Special projects as assigned.

- Performs all other related duties as assigned by management. *

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Must be detail-oriented and highly accurate
- Must be able to handle multiple tasks in a fast-paced environment
- Must have excellent customer service, communication, and organizational skills
- Must have skills in oral/written communications, prioritizing/completing multiple projects, and identifying problems and resolutions
- Must be able to communicate with carriers, vendors, and coworkers in a professional and courteous manner
- Must be able to maintain confidentiality
- Must be able to work with frequent interruptions and occasional active office environment
- Must be able to work both independently and with others
- Must be able to effectively function as a team player
- Must be willing to help in other areas if needed to achieve customer's needs.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of how to operate various office equipment such as personal computer, pdf, copier, fax and telephone systems.
- Knowledge of general software programs including Microsoft Excel, Word and Outlook
- Knowledge of telecommunications plant operations and terminology.
- Ability to improve or recommend improvements for plant records procedures.

Education and Experience:

High School diploma or equivalent plus one year office/record keeping experience, preferably in telco plant operations.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.	X			
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.	X			
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Normal working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

OTELCO is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.