

PROJECT COORDINATOR TELECOM

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Company: AireSpring

Location: Bogotá

Category: other-general

Job Description

The Telecom Project Coordinator is responsible for acting as the single point of contact and management for multiple client orders. Client responsibilities include on-going client interaction, timeline and critical task management, coordination across multiple groups and resources and resolving order related issues.

There will be significant interfacing with sales agents and other staff members. The ideal candidate will possess excellent critical thinking skills, communicate well with all levels of personnel and be highly organized.

Profile for Success:

Telecommunication background a must

Accountable for their client's overall customer satisfaction.

Responsible for timely project completion, issue identification/resolution, and customer delivery

Ensures clients clearly understand status of project throughout all phases; including outstanding, pending and completed tasks

Meet the highest standards and minimize the customers attrition rate

Remote support for all project implementation related inquiries and tickets

Performs daily project tracking including resource management, equipment tracking and workflow supervision of multiple projects

Collects and records documentation including customer set-up documents and implementation related information

Creates and executes project work plans and revises when appropriate to meet changing needs and requirements

Summarizes progress of project and prepares interim and project completion reports

Facilitates efficient and effective internal team and external customer meetings

Qualifications

Project Coordination experience required

Telecom background of at least 2 years

Full-time position

Must be able to easily learn and use new software programs

Excellent customer service skills

Ability to manage multiple priorities and resources in a dynamic environment across various sites, and organize complex information

Must possess initiative with strong analytical and problem solving skills

Strong analytical and decision making skills

Strong verbal and written communications skills

Strong interpersonal, organization and planning skills

Ability to effectively communicate with internal and external customers

Must possess excellent MS Office skills

Must display great attention to detail

Comfortable making presentations and facilitating meetings

Additional Information

PLEASE INCLUDE YOUR SALARY EXPECTATIONS

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