



## Job Posting

**Location:** California Region – Rocklin, CA

**Job title:** HPBX Service Coordinator

**Reports To:** Director of Implementation

**Type of Position:**

Full-time

**Salary:** DOE

**Posting Period:**

Until Filled

**Purpose of Position:** The HPBX Service Coordinator is responsible for the coordination of the service delivery process from customer signature through customer acceptance of delivered services. They work with the customer point of contact as well as internal Wave Broadband teams to develop and execute the implementation plan and then coordinate with the Customer, Wave Broadband Network Provisioning teams, Field Forces and the VoIP Engineering to close out the order. The HPBX Service Coordinator will be the main point for inbound and outbound communications with customers and with sales.

### Essential Duties and Responsibilities:

- Perform as the lead individual responsible for complex VoIP (SIP/PRI) and Hosted PBX service activations.
- Communicate with the customer, manage their expectations, and deliver an exceptional customer experience during the service delivery process.
- Project manages service delivery processes as well as delivering on the service delivery implementation plan.
- Manage service delivery resources in the service delivery process, including scheduling and coordination with other teams.
- Record customer requirements and design call flow and required system features/functionality
- Review and verify proper design/functionality of the associated elements within facilities/transport, IP routing, switching; both physical and logical connectivity to customer networks.
- Review network readiness assessments and develop VoIP architecture and implementation plans with customer IT resources.
- Work with the customer to design and test IP layer communication between the Wave Broadband Hosted PBX Core elements and the customer LAN/WAN (routers, layer 2/3 switches, etc.)
- Verify call processing, call routing, feature interaction and overall Hosted PBX platform functionality at service activation.
- Facilitate response to customer's technical questions associated with Hosted PBX feature functionality, portal operation, call flows and overall solutions design.
- Must be able to work with and manage Customer, Customer Vendors, Network Engineering, CO, Field Services Technicians and Repair resources to successfully design, configure, and implement complex VoIP solutions.

- Effectively manage internal and external resources; establish and maintain processes which prioritize work load based on business objectives.
- Responsible for all decisions regarding procedural and technical considerations required to complete Hosted PBX product implementations

**Diverse Workforce / EEO:**

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

**To Apply:**

Candidates may send cover letter and resume to [hrmgr@wavebroadband.com](mailto:hrmgr@wavebroadband.com)