



## **Bandwidth IG, LLC**

### **Job Description – Customer Implementation Manager**

Bandwidth IG is a rapidly growing provider of high-density fiber networks. We are looking for someone to join our team in an implementation and customer solution role to manage day-to-day service delivery operations, manage timely and accurate delivery of fiber orders and ensure customer success. This position reports directly to the business operations manager and has a tremendous amount of growth potential. We are a small but rapidly growing, results-oriented company. A successful candidate will be a self-motivated problem-solver eager to learn and take on responsibility and will be team focused. Telecommunications background a plus.

### **Position Description**

The Customer Implementation Manager is responsible for overseeing and managing the successful implementation of projects and services for customers. This role primarily involves working closely with both internal teams and external customers to ensure a smooth transition from sales process to the implementation phase (inception to completion), building and maintaining strong relationships with customers, and serving as the primary point of contact for customer support and issue resolution.

**Onboarding and Implementation** – the role will be the customer advocate, guiding customers through the onboarding process and ensuring positive and successful implementation of our dark fiber services.

**Customer Success / Advocacy** – the role will serve as a trusted customer support contact to ensure customer retention, expansion, and ultimately contributing to the growth and success of our business.

### **Responsibilities**

- Oversee and manage the service delivery process and manage the pipeline of dark fiber orders from inception to completion.
- Conduct kick-off meetings and regular status updates to keep customers informed and engaged throughout the implementation journey.
- Establish and maintain positive communication channels with customers, addressing their inquiries, complaints, and feedback promptly and professionally.
- Facilitate the smooth onboarding process for new customers, ensuring a positive and seamless experience.
- Act as a customer advocate within the organization, representing their needs and providing feedback to relevant teams for continuous service improvement.
- Manage the fulfillment process and renewals of new and existing dark fiber contracts.
- Coordinate with data center operators and other vendors related to customer orders, review and negotiate entrance and other colocation agreements as necessary.
- Collaborate with internal teams to gather all necessary information and resources for a successful service delivery process.

- Ensure timely and accurate delivery of customer orders, and any necessary underlying matters related to such customer orders
- Identify and manage any delivery jeopardies and work with both internal and external teams to escalate and problem solve any possible delays
- Support sales and operations teams, including analysis, reporting and tracking all delivery and install metrics
- Perform other ad hoc delivery and implementation projects, as necessary.

### **Qualifications**

- Bachelor's Degree or equivalent work experience.
- 5+ years of project management, customer service/success role, and/or technology analyst experience
- Experience with project or job management and tracking
- Proficiency in MS Office suite of tools, emphasis on Excel; knowledge of Salesforce.com, CRM/ERP software
- Ability to build rapport and trust with customers. Understanding of Quote-to-Cash process
- Ability to communicate effectively with internal and external business partners
- Must be self-motivated and have a strong desire to learn and take on responsibility
- Must have good problem-solving skills
- Ability to collaborate effectively with cross-functional teams
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to view issues and concerns from multiple perspectives, and to keep the "big picture" in focus
- Ability to be flexible in work schedule and to meet strict deadlines under minimal supervision

**Base pay range:** \$ 70,000 - \$90,000 / year, commensurate with experience

### **Benefits, Rewards & Wellness**

- Competitive compensation
- Excellent benefits including health, dental, vision and life insurance.
- Fitness and travel discounts
- Generous paid time off policy