

ONESTREAM NETWORKS, LLC  
JOB DESCRIPTION

**Job Title:** Project Manager  
**Department:** Operations  
**Reports To:** Director of Operations

**SUMMARY:** The Project Manager is responsible for the onboarding of new customers. The position will interface with customers, vendors, Sales Agents and NOC Technicians to build services onto the OneStream Network and to update operating and billing systems with new customer information.

**ESSENTIAL REQUIREMENTS:** Requires strong communication, analytical, organization, and problem solving skills. Must be able to work in a fast-paced environment, meet deadlines and prioritize workload. Candidate must be customer focused.

**DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Effectively project manage all new retail customer orders that come through PMO
- Includes order submission through cutover and billing
- Manage all customer requests/needs for existing retail customers, including all MAC activity
- Coordinate all cutover activities
- Ensure billing accuracy for timeliness of billing for all customer services
- Customer advocate for all third party carrier services
- Submit all LNP and circuit orders with multiple carriers and manage through cutover
- Provide excellent customer service and establish/maintain good work relationships with customer and agents

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Candidates must demonstrate the following:

- Strong analytical problem solving and decision-making skills required.
- Demonstrated organizational, facilitation, negotiation, and communication skills.
- Ability to work independently on multiple assignments with exceptional attention to detail required.
- Must be self-motivated and highly adaptable to change.
- Must possess a high level of self-initiative, drive and motivation, along with organizational skills.

ONESTREAM NETWORKS, LLC  
JOB DESCRIPTION

- Must be able to effectively communicate across all departments throughout the organization from highly technical development staff to executive levels.
- Must possess the ability to work well in a fast-paced, changing environment. Must be able to establish and maintain cooperative working relationships with customers, peers and third party vendors.

**COMPUTER SKILLS**

- Proficiency in MS Office Products (Word, Excel, Power Point & Access) and Internet applications.
- Ability to learn company specific proprietary software systems.

**LANGUAGE SKILLS**

- Knowledge and proficiency in interpreting pricing components and contractual agreements.
- Ability to speak effectively to customers or employees and respond to questions and inquiries as they relate to the various number management functions.
- Ability to read and interpret documents such as service agreements, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and to apply concepts of basic algebra.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables.

**EDUCATION and/or EXPERIENCE**

Candidate should possess a minimum of Five (5) years of experience in Telecommunications Provisioning, Technical Support or Customer Service. Bachelor's degree (B.S.) from a four-year college or university is a plus.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with

ONESTREAM NETWORKS, LLC  
JOB DESCRIPTION

hands and arms. The employee must frequently lift and/or move up to 35 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Prepared By:** J.manetta

**Prepared Date:** 3.15.17

**Manager Approval:** \_\_\_\_\_ **Approval Date:** \_\_\_\_\_

**Human Resource Dept. Approval:** \_\_\_\_\_ **Approval Date:** \_\_\_\_\_

**Job Description Review With Employee**

By signing below, I acknowledge this job description has been reviewed with me and that I understand the job duties and responsibilities. I understand this job description is not a contract of employment with OneStream Networks, LLC for a specified period of time and can be changed or modified at any time by the company. Nothing in this job description will in any way be deemed to establish an employment relationship on a basis other than terminable at will.

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE