



Sales and Circuit Coordinator – Alaska

Alaska Power & Telephone is seeking a motivated and dependable Sales and Circuit Coordinator to join our team. This is a full-time position from any of our office locations or remote from Alaska.

As a Sales and Circuit Coordinator, this position involves managing the end-to-end process of delivering telecommunication services to customers. This includes pre-sales and post-sales support, coordinating installations, ensuring service activation, order entry, and customer sign off. Professionals in this role work closely with clients, and internal teams to ensure timely delivery of service. Strong project management, technical knowledge, and customer service skills are essential for success in this position.

Success in Sales and Circuit Coordinator requires a background in telecommunications or IT, strong project management skills, and a solid understanding of service delivery processes.

Familiarity with tools like customer record management software, network management software, and certifications such as ITIL or PMP are highly valued. Communication, problem-solving, and organizational abilities are key skills in this role.

Job Duties and Responsibilities:

- Service Delivery Management: Oversee the delivery of complex services
- Customer Satisfaction: Serve as a point of contact for customers, addressing their needs, resolving issues, and ensuring a superior customer experience.
- Service Management: Implement and manage service management processes.
- Client Relationship Management: Maintain strong relationships with clients, understanding their unique networking requirements and delivering tailored solutions.
- Is responsible for some or all the following on each circuit sale: Order Commitment (FOC) turnaround and/or confirming circuit install by the carrier, vendor coordination, and internal AP&T project status communication.
- Is responsible for reviewing new sales orders and to gather/fill in missing technical details needed to complete delivery of ordered service.
- Manages daily workload through effective prioritization and communication.
- Ensures timely and effective communication with customers, vendors, sales, internal resources, and/or peer organizations.
- Responsible for effectively and accurately communicating order status and able to organize and manage large project installations.

Education and Experience Required:

- High school diploma or equivalent
- Bachelor's degree in IT, Computer Science, Networking, Business,(preferred) or equivalent work experience.
- 1-3 years of Telecom or Project Management experience (preferred)

Candidate Qualifications Required:

- Experience: Proven experience in service delivery management within the networking or IT services industry.
- Networking Knowledge: Strong understanding of enterprise networking.
- Service Management: Proficient in ITIL framework and best practices, with the ability to tailor processes to a networking-focused environment.
- Customer-Focused: Demonstrated success in managing customer satisfaction and service excellence in a Telcom or high-tech environment.
- Leadership Skills: Strong leadership abilities with experience in coordinating and orchestrating complex service delivery projects involving multiple stakeholders. Ability to guide cross-functional teams, including customer IT departments and partners, to ensure seamless and successful delivery.
- Communication Skills: Excellent communication and interpersonal skills, with the ability to articulate complex networking concepts to both technical and non-technical stakeholders.
- Previous experience in VOIP, SIP, and or data provisioning required.
- Understanding of network architecture and infrastructure including associated equipment and functions.
- Ability to adapt to a dynamic, fast paced, and ever-changing environment.
- Strong analytical, problem-solving skills, project management and organizational skills.
- Team player with a great passion to succeed.
- Must be able to pass pre-employment check and drug testing. May be subject to random testing without notice.

Physical Requirements:

- 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
- Employee must always maintain a constant state of mental alertness. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Essential and marginal functions may require maintaining physical condition necessary for bending, stooping, sitting, walking or standing for prolonged periods of time; most of time is spent sitting in a comfortable position with frequent opportunity to move about. Work is mostly performed from a sedentary posture
- The employee is regularly required to hear, talk, sit and use hands and fingers to operate a keyboard and phone
- The employee may be occasionally required to reach with hands and arms and lift, handle, or move objects weighing up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust vision.

The pay for this position is \$31.00-\$37.00 per hour and is DOE, AP&T offers a generous benefit package including (but not limited to) medical, dental, vision, 401K (plus more) a

\$5000.00 annual medical travel reimbursement, up to \$125 annual medivac insurance reimbursement and employee stock ownership options. \$200.00 in company logowear. Recognition of our employees is important to AP&T's values. We like to continuously show appreciation and recognition within our teams. AP&T is a small non-union, employee-owned utility serving over 40 Alaskan communities and villages.

Interested? To apply for this position:

<https://aptalaska.workbrightats.com/jobs/1244377-176045.html>

EEO Employer/Vets/Disabled and Drug and Alcohol-free workplace