

# SERVICE ACTIVATION COORDINATOR

**Business function:** Operations

**Closing date:**

**Reports to:** Service Activation Manager

**Start:**

**Location:** Kings Hill, Kent

**Salary:** £17,000 to £24,000 depending on experience

**Terms:** Permanent full time or part time. Flexible working considered

## TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we'd love to hear from you. We are building our own fibre optic networks to homes and businesses using Fibre to the Premises (FTTP) technology – this means we can offer our customers the highest speed and highest quality broadband services in the country – guaranteed! The Trooli networks are modern, future-proof and fit for the digital age.

## THE ROLE

We're a small company with a very exciting future. We are looking for an enthusiastic, self-motivated and extremely organised Coordinator to join our ever-expanding team, we relocated to brand new offices in July 2019. You will manage each customer through their service activation journey from the point of order through to their broadband service going live.

## Responsibilities

- Creating customer accounts for new orders received from our Sales team.
- Managing customer relationships between the point of sale and the service being active.
- Sending and tracking our standard communications to customers to keep them up to date on their service installation, and what to expect at each stage.
- Responding to customer enquiries about their installation.
- Checking our Planning team's proposed fibre route to the customer premises.
- Scheduling and tracking installation appointments.
- Working closely with our Field Operations team to assign and track the status of the scheduled jobs with our installation technicians.

## Your experience

You will have previous experience in a customer-facing administration role that has required strong written and spoken communication skills, and excellent organisation skills.

## Your skills and personal attributes

- **A confident communicator.** At the core of all customer experience is communication. You will enjoy dealing with people and have a friendly and helpful manner. You will be assertive but remain respectful when resolving difficult situations.
- **Accurate written communications.** You will be writing to external customers, so you must be able to produce written communications with a high standard of grammatical accuracy and correct vocabulary.
- **Exceptional organiser.** You will be managing lots of information and will need to share this across other parts of the business. You will need to organise this information and maintain it on our systems so that the right people can find exactly what they need, when they need it.
- **Strong IT literacy.** You will work with the standard Office applications and will need to learn how to use new systems too.
- **Customer focused.** You will have a 'Can Do' mindset with focus on customer satisfaction beyond expectations.
- **Adaptable.** Our company is growing quickly - you will need to be adaptable to change and contribute ideas for improving the way we work.

## Your Personal Benefits

- 25 days paid holiday, plus bank holidays
- Pension
- Free parking
- Friendly working environment
- Free hot drinks
- Career progression

## Our values

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

Trooli is a leading-edge technology company and as such we do not expect all our potential recruits to have experience in what we do. Don't worry, we are looking for highly motivated people that are willing to learn and are excited by the prospect of a new challenge.

If you think you are the person we are looking for, please send your CV to [hr@trooli.com](mailto:hr@trooli.com) prior to the closing date.