



Client Services Manager

SUMMARY:

Assists Sales Channel Lead with account management functions such as but not limited to project management, ICB tracking/entry, order entry, reporting, financial reporting, data management, marketing materials for customer meetings, etc. Acts as a broad resource to that team for data retrieval, customer and industry research, account research and planning, customer interactions, and communications as required. Position requires a firm grasp of Zayo's positioning, marketing, industry terminology and product information as well as proficiency in SF.com, MS Excel and PowerPoint. Ability to integrate quickly into Zayo's CRM software and manage workload in a dynamic fast-paced environment is also critical.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Internal Communications - customer liaison to all Zayo resources to coordinate resolution of issues
- Primary role to interact with customer to be first POC to address interface issues post order, turn up and on-going:
 - Handles all MACD's.
 - Works to resolve all credit requests.
 - Manages SLA's for services ordered.
 - Manages billing disputes to successful closure.
 - Flex package management and reporting internally/customer communications.
- Project management of complex orders, including customer communication/status/updates as desired by customer's schedule/request.
 - Internal order implementation reports as part of PM duties.
- Customer interface: sending out quotes/order forms, maps, information as back up for sales when needed for opportunities and orders.
- Embedded Base Management - non-threatening contact to customers pushing renewals
 - Proactive Service Reviews - consistent communication with customers to stay ahead of issues/
 - Identifies and tracks all expired/expiring services in report for sales lead.
- Closed to Order Submitted Management
 - Manage closed orders to order submission (e.g. prevent being stuck in SE review) in order to get circuits turned up more rapidly.
 - Weekly calls with sales reps and see what opps will close this month.
 - Stage 4 opp review and pass to sdc or move to order submitted

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- Works with sales 5-7 days out before EOM to make sure all aspects of services in commit have completed firm ICB's, legal aspects completed, ensure no outstanding issues to prevent closing orders, proactively assists as necessary.
- Post closed/order submitted customer communications
 - Coordinate external components, order acknowledgement, etc.
- Verify and ensure data integrity and accuracy within CRM system
- Support Sales Management in day-to-day operations
- Post event summaries
- Develop and nurture strong inter-departmental communications to ensure timely resolution of customer and sales issues and concerns
- Customer service skills with a passion for responsiveness, over the top customer care.
- Assist in data mining and verification in relation to customer account management.
- Possess a thorough understanding of Zayo's products and services offerings
- Be available for business travel, as required.

SUPERVISORY RESPONSIBILITIES: None.

ACCOUNTABILITY: This position is responsible to the Sales Channel Lead.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE: Bachelors degree or higher with a business related focus is preferred. A minimum of two years experience working in a telecommunications environment preferred. Candidates outside the industry with minimum two years strong customer service, marketing and account management/sales backgrounds will be considered.

Zayo Bandwidth is an Equal Opportunity Employer.

To apply: Please submit your resume and salary requirements to Zayo Bandwidth: Jobs@Zayo.com