



Position Title: Provisioning Operations Specialist

Department: Internet & Provisioning Department

Reports to: Provisioning Operations Supervisor

Position Summary:

This position is responsible for the activation, provisioning, and support of telecommunications services for residential and business customers. This role will work with multiple departments to ensure the timely and accurate deliveries of provisioning services, while maintaining compliance with company processes and procedures.

Primary Responsibilities:

- Process, manage, and provision service orders for internet department
- Assist customers in troubleshooting internet and wi-fi related issues
- Resolve provisioning issues and service discrepancies in a timely manner
- Maintain accurate customer records and service documentation within billing and operational systems
- Use multiple software systems to navigate and identify potential provisioning issues
- Support customer service and technical support teams with provisioning related matters
- Perform quality assurance reviews to ensure services are provisioned according to customer specifications
- Answer customer inquiries and provide information about products, services, and policies
- Handle complaints and resolve issues in a timely and efficient manner
- Maintain accurate and organized records of customer interactions
- Collaborate and work with other departments to create an efficient and cohesive environment
- Work with department supervisor to ensure satisfactory end-to-end customer service
- Stay current with applicable changes in regulatory, administrative, and office policies
- Any other duties as assigned by supervisor
- Equipment & Inventory Management
- Enter, dispatch, and manage service tickets through the Trouble/Scheduler system

Qualifications and Skills:

- 2-4 years of verifiable and successful internet support or help desk support experience. Telecommunications experience is preferred but not required.
- Communicate effectively and have strong communication skills, using both verbal and written formats.
- Strong computer skills and proficiency in Microsoft Office Suite
- The position requires punctuality and attention to detail.
- Provide diplomatic and courteous service to our members and employees
- Strong troubleshooting and problem-solving abilities
- Experience with Calix platforms or similar provisioning systems
- Strong technical aptitude required

Benefits

- Pay dependent on experience and qualifications
- Comprehensive benefits package, including:
 - 401(k) retirement plan

- Medical, Dental, and Vision insurance
- Paid Time Off (PTO)
- Seven paid holidays per year
- Overtime pay at **1.5×** base rate for hours worked over 40/week

South Plains Telephone Cooperative, Inc., dba Horizons Communications, has proudly served its members since 1948. We offer a competitive salary and excellent benefits.