



Position Title: Project Coordinator – Customer Operations

Reports To: Vice President – Customer Operations

Summary:

Liaison between Unite and customers during project implementation. Communicates with government authorities and utilities to obtain various construction permits. Tracks progress of project implementation. Analyzes project costs and prepares billings.

Company Description:

Unite Private Networks (UPN) provides high-bandwidth, fiber-based communications networks and services to schools, governments, carriers, data centers, hospitals, and enterprise business customers across a 20 state service area. Service offerings include dark and lit fiber, private line, metro-optical Ethernet, Internet access, data center services, and other customized solutions. Headquartered in Kansas City, MO, UPN has been providing customer focused communications solutions since 1998. For more information on UPN, please visit www.uniteprivatenetworks.com.

Responsibilities:

- Serves as main point of contact to customers. Maintains communication with customers during project implementation. Provides regular updates on status of projects. Directly interfaces with customers via telephone and written correspondence.
- Communicates with internal staff regarding project timelines, budgets and costs. Reports on progress of projects.
- Works with government authorities and utilities to obtain construction permits on a timely basis.
- Reviews and negotiates contracts with various authorities.
- Analyzes project performance against budget.
- Prepares accurate and timely billing documentation.
- Works with government authorities to obtain reimbursements.
- Prepares reports for management as required.
- Performs miscellaneous duties as assigned by management, including customer account research, special reports and projects. Uses various office technologies as required.
- Reports to work on time and maintains a satisfactory attendance record. Completes work on a timely basis.

Education and Experience:

- Must have a demonstrated ability to communicate effectively with customers and other employees. Must have a working knowledge of cost accounting. Must have the ability to learn, understand and effectively explain the Company's processes.
- Proficient with personal computers. Working knowledge of MS applications suite of products including Word and Excel.
- Must be detail oriented and able to handle multiple tasks.
- Minimum of five years' experience in customer service and/or business field. Accounting/financial background preferred. Telecommunications or construction industry experience preferred.
- Bachelor's degree required.

For more information and to submit a resume and cover letter, please email careers@upnfiber.com.