**Bulk Coordinator** 

# **Job descriptIon**

Department: Bulk Operations

Reports to: Manager

FLSA: Full time – Non-Exempt

Benefits Eligible: Yes

A career with Blue Stream means joining a team committed to providing great products and services to our customers. Our team is made up of industry veterans that love the opportunity to work for a small company and see the impact of their work every day. At Blue Stream, you are not a number; every employee is a vital part of the team. Together we bring the best Internet, TV, and Phone services to our customers in South Florida. Join us and experience what it is like to work for a great team.

**Summary**

Responsible for increasing the number of active subscribers and product penetration in assigned multi-dwelling properties/communities by selling and promoting Blue Stream products, including video, high-speed Internet, and voice.  Develop strong relationships with property management that is conducive to the sale and retention of Blue Stream products and services. Provide ongoing sales support to assigned MDU properties. Utilizes advanced knowledge of Blue Stream's products and services as well as sales process experience to maximize sales. Works with moderate guidance in own area of expertise.

Core Essential Duties / Responsibilities:

* Once an acquisition contract or a migration amendment is signed, it is the responsibility of the Bulk Coordinator to Process and Collect:
* A list of Board of Directors names and titles, VIPs, and "friendlies."
* Resident roster
* Information on Seasonality
* Floor Plans
* Coordinate and conduct Kick-Off Meeting with the property to introduce key Blue Stream representatives to key community officials.
* Coordinate and conduct Town Halls with the property to educate residents on what is to come; now that a contract has been signed with Blue Stream and to schedule their consultation appointment.
* Update Bulk Checklist and Ops SharePoint with implementation timeline, onsite hours, and contact information.
* Submit marketing tickets for collateral throughout the launch process including, but not limited to, Town Hall Flyers, Welcome Letters, Post Cards, Service & Price Guides, Certified Letters, etc.
* Work with Billing and MIS teams to test billing codes.
* Attend all property meetings, including, but not limited to, board meetings, town halls, update meetings, etc.
* Conduct training on Blue Stream products and services during the installation period to familiarize community residents with our platform.
* Be onsite throughout the entire launch of the project, beginning with the start of registrations and installation scheduling.
* Be available to residents to answer questions about Blue Stream products, rate sheets and porting of phone numbers
* Handles all escalated customer and onsite subscriber issues
* Create orders utilizing the ICOMS billing system for appointments and updating accounts.
* Utilize data entry systems to register new clients for their bulk community services.
* Handoff launch or conversion to normal operations and account management when appropriate

**Job Specification:**

* Bachelor's Degree or equivalent
* Business
* Marketing
* Generally, requires 2-3 years related experience.

**Requirements:**

* At least five years’ experience in a fast-paced environment
* Cable or telecommunications background preferred
* Strong management and team building skills
* Excellent oral and written communication and listening skills
* Strong organizational and time management skills
* Computer literacy

**Other Qualifications:**

* Ability to lift to 50 lbs
* Ability to organize and prioritize effectively
* Ability to reach with hands and arms, to bend, to talk and hear, and to read and use a computer.
* Ability to read, write and speak the English language. Bilingual is a plus
* Ability to use a computer system and 10-key adding machine

**Competencies**

* Exemplary Attendance and Punctuality
* Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
* Focuses and guides self and team members in accomplishing work objectives.
* Interacts with others in a way that gives them confidence in one’s intentions and those of the organization.
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.
* Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
* Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
* Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
* Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.  Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
* Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
* Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.