

Connecticut Hospital Association - ChimeNet
JOB DESCRIPTION

JOB TITLE: Operations Coordinator

COMPANY OVERVIEW:

ChimeNet is a data networking service provider offering innovative information technology (IT) solutions and 24/7/365 support for businesses where data transfer and security cannot be compromised. ChimeNet delivers unsurpassed security, reliability, and cost effectiveness to its healthcare, education, municipal, and other business clients who need to share content-sensitive information, access the Internet securely, and deploy state of the art networking equipment. ChimeNet's co-location facility supports customer disaster recovery and business continuity planning.

By designing, delivering, monitoring, and managing turnkey network security solutions, ChimeNet meets the evolving needs of every client.

JOB SUMMARY:

This position manages myriad operational logistics to ensure seamless network installs and high customer satisfaction, while also assisting with pre-sales and identifying new customers. This individual is responsible for inside sales support including marketing, prospecting, and maintaining CHA's customer database, while concurrently coordinating engineer scheduling, ordering of equipment, and working with carriers to ensure installs are completed within established deadlines. Individual will manage and track projects, and serve as a liaison with internal and external groups to ensure strong cross-functional relationships with the team, members, customers, vendors, and carriers.

JOB DUTIES:

Inside Sales/Marketing

- Collaborate with the sales team on marketing campaigns, including preparing materials and following up on leads
- Work closely with the presales account manager on tasks like obtaining vendor quotes, submissions for promotional discounts and related negotiations, as well as carrier prequalification
- Maintain current customer information and update information on the status of proposals and contracts in key ChimeNet systems including CRM, Asana, and Harvest
- Coordinate with the sales and technical team to assign project(s) to technical staff

Operational Logistics

- Perform day to day procurement activities such as obtaining quotes, creating purchase requisitions, and placing orders with vendors and carriers. Track delivery of products and services and resolve any supplier issues that arise
- Manage hardware and circuit order and delivery process working with the IT staff, customers, and vendors, to include:
 - Schedule, confirm, and communicate delivery and installation dates
 - Monitor status, provide updates, and handle changes when applicable
 - Receive and verify all customer hardware
 - Update/document databases with status and notes
- Miscellaneous operational tasks and general office duties

REQUIRED SKILLS:

- Associate degree preferred; minimum of 3 years experience with IT sales support including inside sales, procurement, negotiation, documentation, and customer service. Familiarity with IT terminology, support tools, and how technology is used to provide IT services desired.
- Proficient in the use of MS Office (Word, Outlook, Excel, PowerPoint). Aptitude to learn other software/technology required; will be trained in our Customer Relationship Management Software (CRM), Asana Project Management, Harvest Time Tracking, and other platforms.
- Organized and detail-oriented; able to multi-task efficiently and handle changing priorities.
- Project management experience, and strong analytical and critical thinking skills, with the ability to troubleshoot and resolve problems.
- Effective verbal and written communication skills, ability to speak and write with clarity are essential skills.
- Strong interpersonal and customer service skills, with the ability to build relationships and collaborate with a team.
- Ability to understand political landscape within member/partner organizations

EOE

AM/RS:ALP 10/2021