

Connecticut Hospital Association - ChimeNet
JOB DESCRIPTION

JOB TITLE: Operations Coordinator

COMPANY OVERVIEW:

ChimeNet is a networking and colocation service provider offering innovative information technology (IT) solutions and 24/7/365 support for businesses where 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 by designing, delivering, monitoring, and managing turnkey network and network security solutions. Combined with our co-location facility that supports customer disaster recovery and business continuity planning, ChimeNet is poised to meet the evolving needs of every client.

JOB SUMMARY:

This position manages myriad operational logistics to ensure seamless data circuit/network hardware installs with high customer satisfaction; assists with coordinating engineer scheduling, ordering of equipment and data circuits, and working with vendors and carriers to ensure installs are completed within established deadlines. Individual will also assist in tracking 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. This position also provides inside sales support including tracking opportunities and maintaining ChimeNet's customer database.

JOB DUTIES:

- 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
- Maintain current customer information, register and track opportunities, and update information on the status of proposals and contracts in ChimeNet's CRM system
- Coordinate with the sales and technical team to track and update project(s) in ChimeNet's project management tool
- Miscellaneous operational tasks and general office duties

REQUIRED SKILLS:

- Associate degree preferred; minimum of 3 years experience with sales support including purchasing, documentation, and customer service. Familiarity with IT terminology, support tools, and how technology is used to provide IT services is a plus.

- 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, 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