



## **CAREER OPPORTUNITY**

FLOW and C&W Business deliver world class telecommunications to the British Virgin Islands, offering mobile, broadband, fixed line and entertainment services to both consumers and businesses. If you are a high achieving self-motivated individual ready for a challenge in the high intensive industry of telecommunications, please submit your resume and a cover letter for the position of **Dispatcher**.

The **Dispatcher** will be responsible for providing customer service support including the scheduling appointments for the installation of customers' services, troubleshooting service issues and dispatching technicians to repair customers' services. The **Dispatcher** will also support technicians in the field with installations and service repairs. This role also involves the management of stock and the testing of devices.

## **Responsibilities**

### **What You'll Do**

- To confidently represent the FLOW Brand and way of working to Customers
- To provide a superior customer service experience to every customer
- Manage installation and maintenance schedules on the company's provision/trouble ticket platforms
- Schedule and assign all provision and restoration of service requests.
- Review all provision and restoration request to ensure that they are raised with the correct products codes, service instructions and in the correct queues for assignment.
- Assign/action all service/work orders for all business and residential voice/data/TV services, including additions, moves, changes and provision of service features to ensure that they are provisioned in line with the customer request.
- Assign/action all fault tickets and escalations for all business and residential voice/data/TV services to Service technicians and Contractors
- Assign/Re-assign line plant facilities to Service/Work Orders and trouble tickets where necessary.
- Daily tracking of faults tickets assigned to Service Technicians and contractors to ensure all restored service is signed off as complete using the assigned work and reporting tools/software.
- Daily tracking of installation service/work orders assigned to Service Technicians and contractors to ensure all provisioned services are signed off as complete using the assigned work and reporting tools/software.
- Escalation to the necessary internal stakeholders' incomplete work orders/fault tickets that require additional engagement or network rehabilitation to complete.
- Act as central point of contact for Business and Residential Provision/Restoration of service queries from internal stakeholders and the FLOW Contact center.
- Perform User Acceptance Testing (UAT) functions when required
- Provide telephone Support to field Service provision and restoration teams
- To accurately provision/activate all customer requests on Liberate and Cerillion
- To liaise with other departments to put closure to customers' requests

## **Qualifications**

### **Knowledge & Experience**

- At least 1 year experience in the Telecom service industry in a customer service or field need

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- Associate degree/Diploma in business administration or equivalent from a recognized Tertiary Institution preferred.

### **Skills & Abilities**

- Computer Literate; Advanced computer skills including word, PowerPoint, excel
- A thorough knowledge of the Company's products and services and a keen understanding of the differences between products and services offered FLOW
- Knowledge of PSTN, Broadband and Cable TV Technologies would be an asset

### **Who We Are**

We are the leading telecommunications company, connecting more than 40 markets in Latin America and the Caribbean with our video, broadband internet, telephony, and mobile services under the consumer brands VTR, Flow, Liberty, Más Móvil, BTC, and Cabletica. We started small, and now we're growing. We're excited about the future as we strive to unlock opportunities in the region

### **Why join us**

Technology excites us enables us and drives us. We're proud of the services we provide, the markets that we serve, and our people coming together to enhance our customers' lives with technology so that they can connect, work, live and play without missing beat. Throughout Liberty Latin America, our passion and pride are brought to life through our shared vision to bring innovation that will create moments that matter to our customers, delivering growth in our markets with one vision, one culture, and one team.

To view the full role visit: <https://internal-lla.icims.com/jobs/56940/dispatcher/job>

Applications should be emailed to Ms. Akilah Corbin at [Akilah.Corbin@cwc.com](mailto:Akilah.Corbin@cwc.com) by **November 5, 2021**.

*Liberty Latin America provides equal employment and advancement opportunities to all colleagues and applicants for employment without regard to age, color, citizenship, disability or perceived disability, ethnicity, gender, gender identity or expression, genetic information, marital or domestic partner status, military or veteran status, national origin, pregnancy/childbirth, race, religion, sexual orientation, or any other category protected by federal, state, and/or local laws.*