



Construction Support Specialist JOB DESCRIPTION

At Archtop Fiber, our mission is to be the true fiber of your community.

We believe in the power of local connectivity and dedication to bridging the digital divide in rural and suburban cities across the Hudson Valley and beyond. We have seen how larger cities often receive priority for broadband infrastructure upgrades, leaving smaller communities underserved.

Our commitment extends beyond providing reliable Internet and Phone services – We're not just living and working in Kingston, NY we are fully committed to our awesome community. From our fantastic **community programs** to fueling economic growth with improved connectivity and an abundance of tech-driven jobs, we're all about bringing fun and excitement to our neck of the woods!

The Construction Support Specialist will work with the OSP Engineering and Construction team to support and track customer related issues and drop activity. Will be responsible for customer communication and contractor follow up regarding any construction-related issues, with primary focus on customer satisfaction.

What you'll do:

- Track, coordinate, and communicate all construction and drop activities that require customer contact
- Work with Sr. OSP Construction Managers and OSP M&D Coordinator to understand workloads and schedule accordingly
- Work with external construction partners to schedule customer revisits and complaints
- Assign and close tasks in Render, as needed
- Other related tasks as assigned

What you'll bring:

- Experience with customer contact and conflict resolution
- Proficient in Microsoft Excel
- Comfortable working with all levels of internal management, external trusted partners, community stakeholders, and governmental officials
- The ability to work independently under minimal supervision – must be driven and be able to define work tasks based upon project goal and corporate objectives.



- Must have strong communications skills – verbal and written.
- Must possess a valid state driver's license.

What we offer:

- Competitive salary 55-70K
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k)
- Employee Assistance Program (EAP)
- Life insurance, short & long-term disability insurance
- Employee Referral Program
- Employee discount programs

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.

Send resumes to Careers@archtopfiber.com, or Cfraiman@archtopfiber.com