



Customer Experience Training Manager

Company Overview

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. That's why we prioritize serving "Main Street" communities by investing up to \$350 million in private funding to build over 2,500 miles of fiber-optic infrastructure.

Job Summary

Archtop Fiber is seeking a **Customer Experience Training Manager** who will play a pivotal role in developing impactful learning solutions that drive performance across customer-facing teams in a Telecommunications Customer Care environment. This role blends instructional design expertise with deep knowledge of Contact Center operations and Customer Experience (CX). The ideal candidate will create and deliver dynamic, digital-first learning experiences, leveraging modern tools and methodologies to upskill teams supporting sales, technical troubleshooting, billing, retention, and general inquiries. This individual partners closely with business stakeholders to analyze training needs, design engaging content, and evaluate program effectiveness—ensuring alignment with KPIs such as First Call Resolution (FCR), CSAT, NPS, AHT, conversion rates, and compliance standards.

Job Responsibilities

- Conduct training needs analyses to identify performance gaps and learning opportunities across all care functions including sales, technical support, and customer service.
- Design and develop effective learning programs using the ADDIE model, a five-step instructional design process that includes Analysis, Design, Development, Implementation, and Evaluation. This model ensures that learning programs are purpose-driven, effective, and measurable.
- Build curriculum roadmaps and role-based learning journeys tailored for call center agents, supervisors, and support teams in telecom.
- Create interactive eLearning modules, facilitator guides, job aids, knowledge articles, and multimedia assets (videos, infographics, simulations).
- Leverage tools such as Articulate Storyline, Adobe Captivate, and Camtasia to produce engaging and mobile-optimized content.
- Integrate gamification and scenario-based learning to simulate live customer interactions and product knowledge, including sales techniques, handling objections, and troubleshooting telecom products and services.
- Collaborate with subject matter experts (SMEs), QA, operations, and marketing to ensure content accuracy, compliance, and business relevance.
- Administer and optimize Learning Management Systems (LMS), track learner progress, and generate reports to evaluate training impact and engagement.
- Facilitate train-the-trainer sessions and support on-the-floor nesting programs for new hires and upskilling initiatives.



- Regularly evaluate training programs using Kirkpatrick's model or similar frameworks to assess learner performance and business impact.
- Stay current on industry trends, Archtop Fiber's products, digital CX innovations, and customer lifecycle strategies to ensure training content remains relevant and effective.

Job Requirements

- Bachelor's degree in Instructional Design, Learning & Development, Education, or a related field; or 2+ years' experience in instructional design with a strong focus on care training.
- Experience in Telecommunications highly desired.
- Strong proficiency in instructional design tools: Articulate Storyline, Adobe Captivate, Camtasia Studio, SnagIt, and MS PowerPoint.
- Multimedia creation experience using Adobe Creative Suite (Photoshop, Illustrator, Premiere Pro, After Effects).
- Skilled in LMS platforms (e.g., Cornerstone, Workday Learning, SuccessFactors).
- Familiarity with web and video production tools including digital microphones, webcams, screen-capture software, and video editing.
- Proven success designing and delivering training for telecom/fiber sales and care operations (e.g., inbound/outbound sales, technical support, billing, and retention).
- Hands-on experience with digital-first learning design, blended learning approaches, classroom and virtual instructor-led sessions.
- Strong project management skills and ability to work independently across multiple initiatives and stakeholders.

Benefits

- Competitive salary: \$85,000 - \$95,000 per year plus bonus
- Comprehensive health, dental, and vision insurance
- 401(k) with company match
- Paid time off and holidays
- Career development opportunities in a growing company

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.