



Customer Service Manager (CSM) 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 the Hudson Valley region, we are fully committed to our awesome community. WVT Fiber and its parent company Archtop Fiber continue to operate today on the principles Warwick Valley Telephone was founded on over a century ago; outstanding service and innovative solutions that bring value to our customers and our community. We are fully committed to our awesome communities. 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 Customer Service Manager (CSM) is responsible to direct and oversee the daily operations in WVT Fiber's Call Center located in Warwick, NY. The CSM is responsible to monitor the performance of the Customer Service Representatives and Team Leaders to ensure a positive Customer experience. The CSM is also responsible to manage escalated calls and to schedule staff, work cross functionally with operations, engineering, construction, and marketing teams.

What you will do:

- Oversee customer contacts, service order activity inquiries, selling, technical support and scheduling.
- Analyze call center data and prepare reports for upper management.
- Observe, analyze, and standardize procedures to improve efficiency of team members.
- Plan the sale of products and services, implementation, tracking and reporting of results..
- Oversee the receiving, tracking and reporting of all financial transactions including customer payments, collection work, final bills, write offs, and recoveries.
- Oversee the retail store operations including inventory control, tracking, and reporting of store sales and problem solving with vendors.
- Assist management in Archtop Fiber compliance (i.e., Audits).
- Hire, onboard and train employees as needed. Recommend staffing changes to management.
- Workforce management duties, including scheduling and shift coordination of Customer Service Representatives and Team Leaders.
- Work with Operations, Marketing & Business Development teams to provide ongoing feedback to the staff.
- Evaluate staff effectiveness and performance annually or on an at-needed basis and issue corrective action if performance and/or behavior is not up to the outlined expectations.
- Maintain and enforce department and Company rules.



What you will bring:

- Associate degree, Bachelors degree preferred
- 7-10 Years of Call Center/Customer Service Experience
- 3 -5 Years of managerial experience
- Strong computer knowledge and the ability to learn new software
- Ability to work under pressure and maintain a calm and courteous demeanor
- A strong team player who can motivate and lead a team
- Excellent verbal and written communication skills
- Ability to thrive in a fast-paced environment and a strong problem solver
- Excellent leadership and communication skills.
- Ability to analyze data and make data-driven decisions.
- Detail-oriented with strong organizational skills.
- Excellent supervisory and interpersonal skills.

What we offer:

- Competitive salary – 102 - 132K
- 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