



Director, Customer Experience

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!

Summary:

The Director, Customer Experience, provides overall leadership to the customer care and sales organization with clearly defined strategies to deliver a best-in-class CX. The ideal candidate is a call center operations leader with extensive experience leading customer care teams that deliver on superior CX and key KPIs.

What you'll do:

- Lead the development of a sales driven organization.
- Develop and drive the overall operations of the customer care group, including internal and external resources and across both customer care and inbound sales.
- Oversee all facets of customer service from the time a customer explores our service offerings to ordering and all the way through to troubleshooting of any issues.
- Design and implement robust customer care automation & AI, processes, procedures, policies, and standards to achieve superior customer experience across all contact channels.
- Analyze the customer contact drivers, identify specific improvement opportunities, and work on developing operational action plans and cross-functional initiatives that improve NPS, customer satisfaction and customer loyalty.
- Monitor and develop performance metrics, provide recommendations and implement initiatives to increase revenue, reduce cost, gain efficiencies, and improve customer service and employee experience.
- Oversee and manage departmental budget and cost control, including forecasting.
- Establish and maintain open communication and a collaborative relationship with all levels of leadership.

What you'll bring:



- A positive attitude, collaborative approach and passion for CX and SALES.
- Ability to coach, mentor, and serve as a role model for all team members. Implement a CX training curriculum and certifications.
- Ability to influence others through outstanding interpersonal skills, collaboration, and negotiation skills.
- Ability to create and sustain a culture that encourages self-development, growth, and performance excellence.
- Ability to creatively seek opportunities that will improve the way that things are done—think ‘automation & AI’, embrace and initiate change, and positively challenge established work practices for the benefit of the organization and customers.
- Ability to build and facilitate relationships at all levels of the organization, both internally and externally.
- Excellent verbal and written communication skills, with ability to effectively and clearly communicate a strategic and tactical vision to all levels within the organization.
- Must be data driven and results oriented.
- B.S. or B.A. degree required; master’s degree preferred.
- 10+ years call center experience.
- Experience managing large scale call center of customer care agents.
- Experience in RingCentral Contact Center, Five9 Cloud Contact Center, HubSpot, CDG MBS, preferred.
- Experience in telecommunications industry, preferred.

What we offer:

- Competitive salary \$147-185K
- 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