



Dispatch/Scheduler 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 Dispatch/Scheduler will work with multiple teams within Operations, Engineering, and Customer care to coordinate, schedule, and dispatch technicians to support all service order activity. Will be responsible for customer communication and any necessary follow up to ensure customer satisfaction.

The Dispatch/Scheduler will report to the Sr. Manager of Field Operations

What you'll do:

- Coordinate and schedule all drop placements and installs through direct customer contact and with the Customer Care Team
- Coordinate, schedule, and dispatch both internal and contractor technicians to support all service order activity
- Complete and track all service order related tasks and schedule customer revisits as needed
- Coordinate, track, and schedule customer revisits for all temporary drop placements and trouble calls
- 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, and community stakeholders
- 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 50-65K
- 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 Cfraidman@archtopfiber.com