



Dispatcher 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!

What you'll do:

- Will be expected to dispatch work to field personnel while interfacing with subscribers, business office, and subcontracted field personnel in a manner consistent with Archtop Fiber policies, procedures, quality standards, customer needs and applicable local, state and federal regulations.
- Provide prompt, courteous, efficient, and accurate service to customers.
- Maintain contact with all field personnel at least hourly or after every job via phone, teams, and update status of jobs through computer.
- Identify, confirm and advise appropriate personnel of outages within a specified time period
- Record outage announcement within specified time period.
- Able to handle heavy phone, communicator, and email traffic simultaneously from field personnel and multiple departments.
- Pre-call and route all trouble calls and installs the night before
- Ensure that trouble calls and installs go out the same day as promised to the customer
- Confirm all "no access" calls.
- Other duties as assigned.

What you'll bring:

- High School Diploma or GED
- Excellent oral written communication skills
- Excellent data entry skills required
- Possess good English reading, writing and arithmetic skills to complete required paperwork
- Able to prioritize while working in a fast-paced environment
- Must be a team player and work well with all levels of management



What we offer:

- Competitive salary –
- 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