



## Field Operations Coordinator 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 Field Operations Coordinator will prep all pending service orders to ensure they are field ready for a smooth installation and positive customer experience. The coordinator will report to the Sr. Manager of Field Operations and will work directly with the Dispatch/Schedulers.

### **What you'll do:**

- Review all pending service orders to identify any potential issues that may jeopardize the scheduled install date.
- Coordinate with the Dispatch/Scheduler any potential changes to the scheduled install date.
- Engage the proper teams to rectify all identified issues to ensure a timely service order reschedule.
- Assign a fiber port if available, if there are none create a fiber design to advance an available port.
- Coordinate with both internal technicians and external partners to support Archtop's service order activity.
- Responsible to utilize Render, Vetro and MBS platforms to Archtop standards for assigning tasks and updating network changes.
- Work with Customer Care and Dispatch/Schedulers to address any customer compliments and complaints that come in via calls, social media posts and hubspot.
- Other related tasks as assigned

### **What you'll bring:**



- At least 2 years of experience in OSP Engineering and Operations in a Service Provider environment
- Proficient in Microsoft Excel
- Comfortable working with all levels of internal management, external trusted partners, community stakeholders, and governmental officials
- Detailed knowledge of other utilities and related utilities infrastructure
- Detailed knowledge of FTTx and PON designs, including both centralized and distributed splits and splicing architectures
- 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 70-90K
- 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](mailto:Careers@archtopfiber.com), or [Cfraiman@archtopfiber.com](mailto:Cfraiman@archtopfiber.com)