



Operations Supervisor 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. That's why we prioritize serving "Main Street" communities by investing up to \$350 million in private funding to build over 2,500 miles of fiber-optic infrastructure.

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!

As an Operations Supervisor you will demonstrate your leadership by providing direction to fulfillment technicians and contractors. As an Archtop Fiber leader, you and your team will maintain system integrity. You will be directly responsible for and oversee installation and service orders for all residential and business customers. As a leader at Archtop Fiber, you will work to build strong relationships with Installation Technicians, Network Technicians, cross departments, and Archtop Fiber customers. You will coach for success and oversee hiring, training, developing, and performance management while promoting an environment of trust and respect.

What you'll do:

- Lead the day-to-day installation, service and quality assurance operations.
- Develop and maintain departmental protocols and procedures.
- Manage the relationship and performance of external Business Partners.
- Engage and partner with internal teams in delivering an outstanding customer experience.
- Meet and exceed departmental and company's KPIs.
- Develop and lead a growing team to achieve operational targets.
- Build relationships with internal and external customers.



What you'll bring:

- Bachelor's degree in a related field or equivalent work experience, industry certifications.
- Technical supervisory experience or equivalent (5+ years) in Telecommunications or Fiber industry.
- Proven process and performance management.
- Proven Leadership, time management, organization, critical thinking, professionalism.
- Analytical, project management, SME in tools, guidelines/policy, and products.
- Positive, Can-do attitude.

What we offer:

- Competitive salary – 87-110K
- 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